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EORNA
EUROPEAN OPERATING ROOM NURSES ASSOCIATION

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Collaboration
A Shared Power

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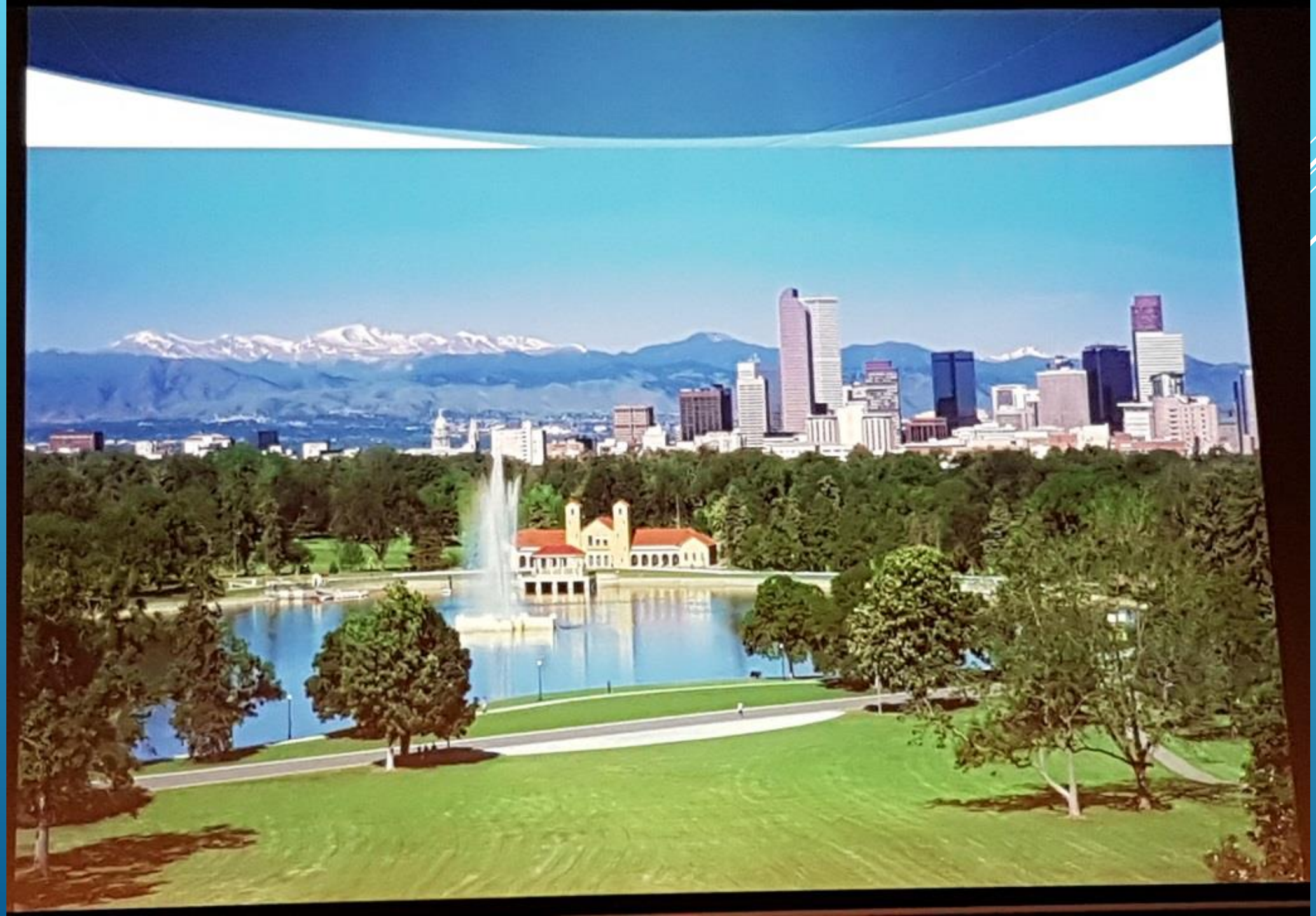
EORNA
European Operating Room Nurses Association



Objectives

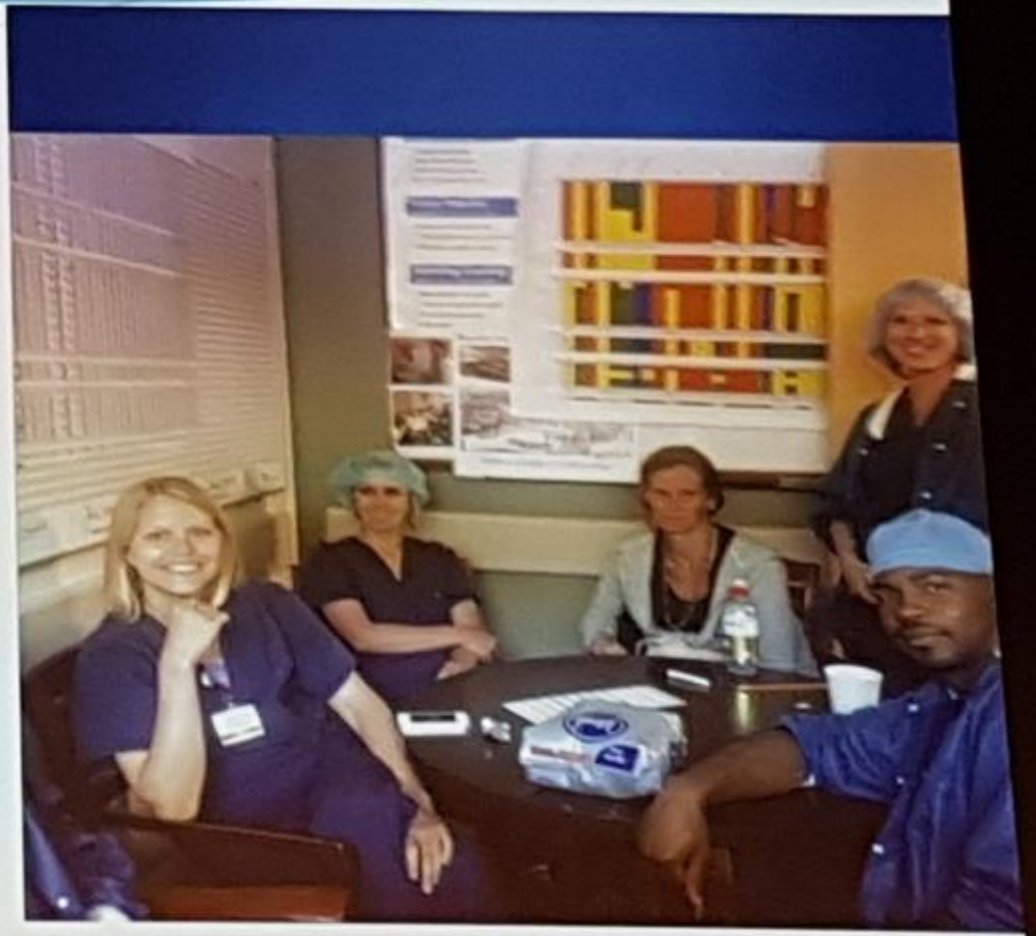
- Explore the power and potential of networking and collaboration.
- Illustrate how collaboration can deliver improvement in team effectiveness

Collaboration

- A Collaborative approach searches for solutions which meets the needs of all parties.
- Collaboration demonstrates concern with both the goals and the stability of the relationship.

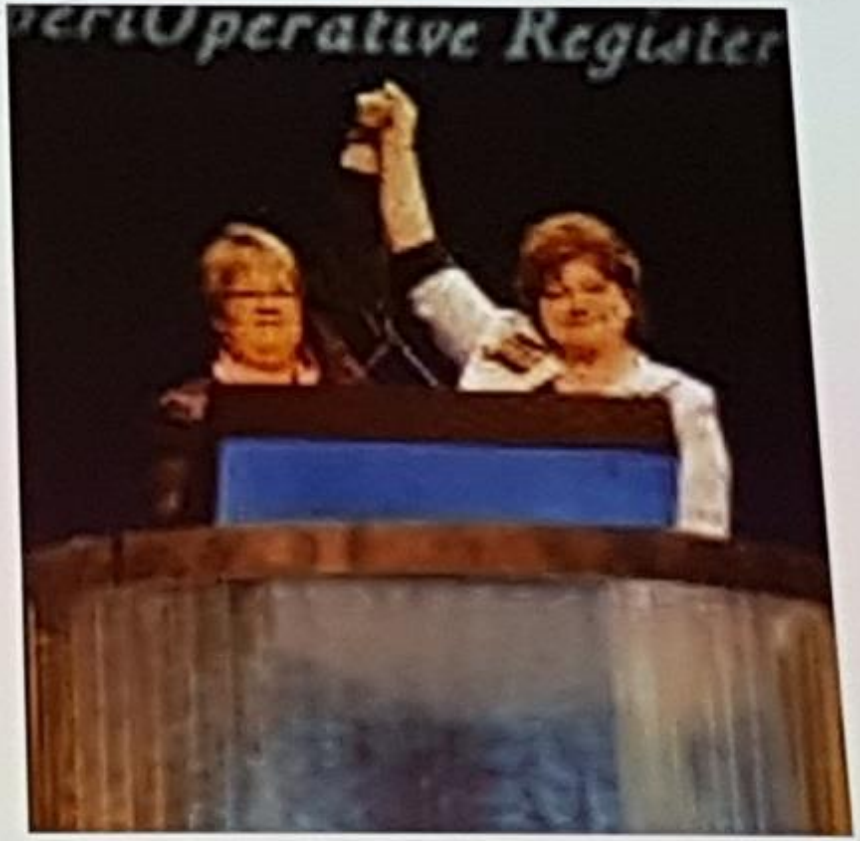
What is Collaboration?

- Sharing planning
- Making decisions
- Solving problems
- Setting goals



What is Collaboration?

- Assuming responsibility
- Working together cooperatively
- Communicating and coordinating openly



Competencies for Collaboration

- Know thyself.
- Learn to value and manage diversity.
- Constructive conflict resolution.
- Win-Win situations.
- Master interpersonal and process skills

Risks of Collaboration

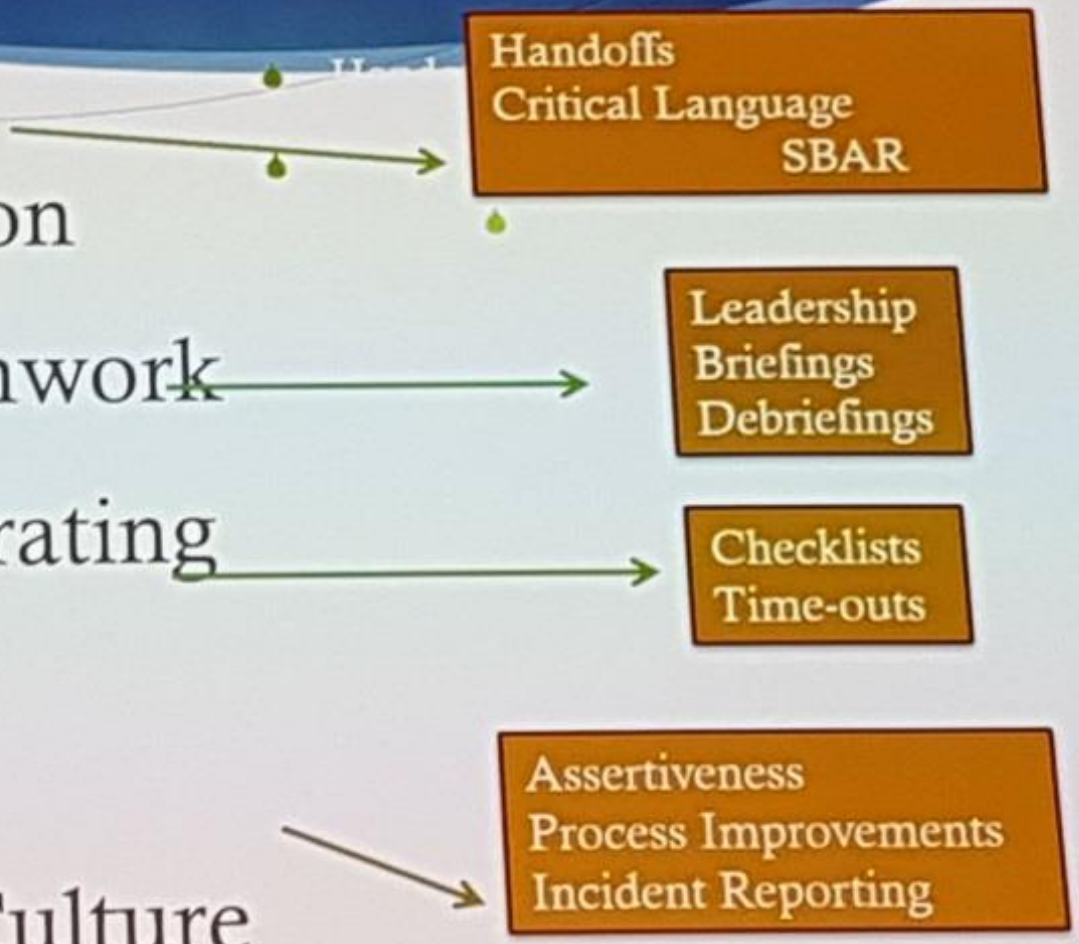
- Not knowing the answer
- Unclear or uncomfortable roles
- Too much talking, not enough doing
- Information (over)sharing
- Fear of fighting
- More work
- More hugs than decisions
- It's hard to know who to praise and who to blame

Recognize that collaboration is a journey

- Leverage multidisciplinary forums to increase collaboration.
- Appreciate that collaboration can be spontaneous.
- Balance autonomy and unity in collaborative relationships.
- Remember that collaboration is not required for all decisions.

Skills of Collaboration

- Standardized Communication
- Effective Teamwork
- Standard Operating Procedures
- Open and Transparent Culture



ASSERTIVENESS AND ADVOCACY

Advocacy:

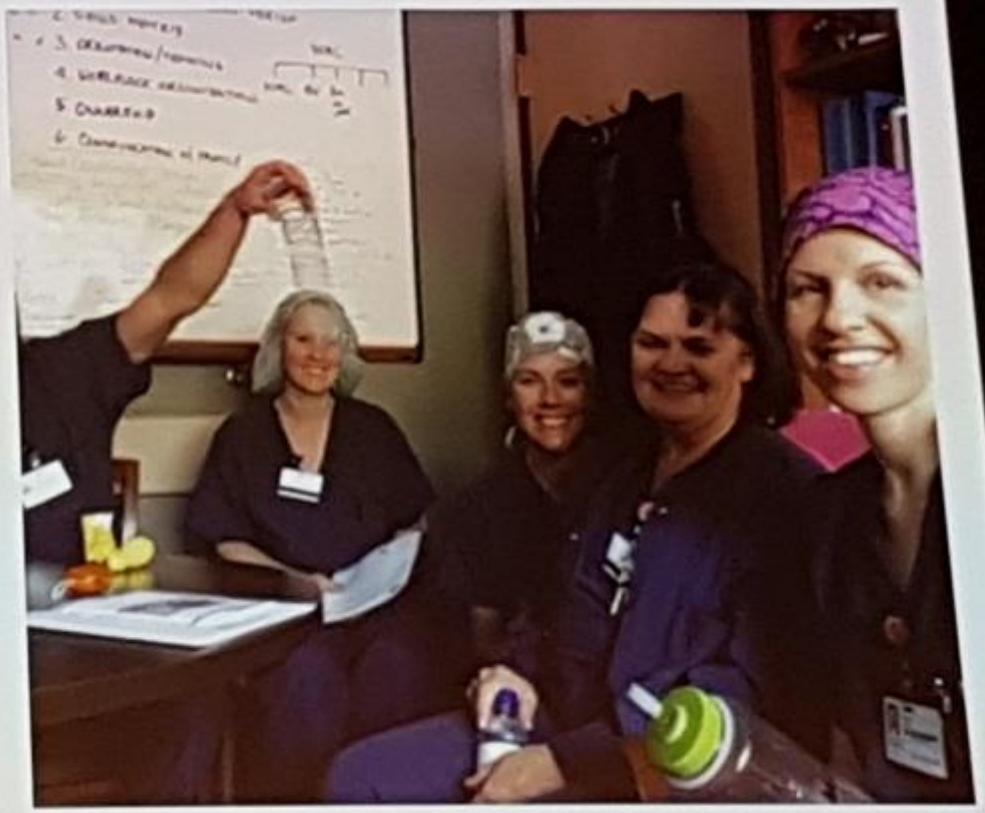
The act of pleading or arguing in favor of something, such as a cause, idea, or policy; active support

Assertion*:*

The act of stating or declaring positively and often forcefully; demonstrating the existence of; compelling recognition

Applying the Assertion Model

- Focus on the common goal: quality care, the welfare of the patient, safety –it's hard to disagree with safe, high quality care
- Avoid the issue of who's right and who's wrong – concentrate on doing the right thing
- De-personalize the conversation
- Actively avoid being perceived as judgmental
- Be hard on the problem, not the people



The Assertion Model
The Means to an End

Get Person's Attention → Express Concern → Reach Decision → State Problem → Propose Action

Assertion - The Bottom Line

Stay with the issue until you are clear that the **PROBLEM**, the **PROPOSED ACTION**, and the **DECISION** are understood by all parties

You may not always get the **DECISION** you want, but at least everyone will be having the same conversation.

Effective Leadership: Invites Assertive Communication

The Effective team leader advocates open and questioning communication by team members.

In their interactions, effective team members are mutually respectful of each other

Situational Awareness

- When we lose the bubble (ability to be aware of what's around us) the potential for human error is increased

Situational Awareness

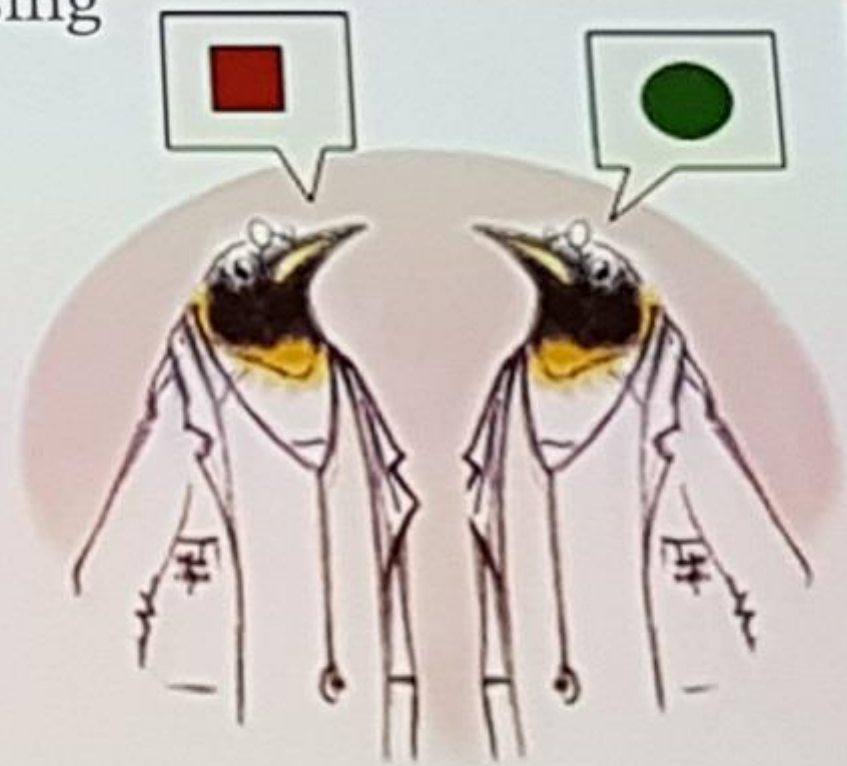
- Shared Mental Model - Team members
- Anticipate the needs of other team members
- Predict the needs of other team members
- Adapt to task demands efficiently

Be Alert to:

- Confusion or gut feeling
- No one watching or looking for hazards
- Use of improper procedures
- Departure from regulations
- Unresolved discrepancies
- Ambiguity
- Fixation or pre-occupation
- Failure to meet planned targets

Barriers to Situational Awareness

- Perception based on processing faulty information
- Complacency
- Overload
- Fatigue
- Poor communication



Situational Awareness

- Be alert for deviations from standard procedures
- Watch for changes in performance of other team members
- Be proactive, provide information in advance
- Identify problems timely
- Demonstrate that you are aware of what's going on around you

Situational Awareness Summary

- Communicate effectively
- Continually assess and reassess situation
- Ensure that all expectations are shared for complete awareness by the whole team

Outcomes

- Networking + Collaboration

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- Communication

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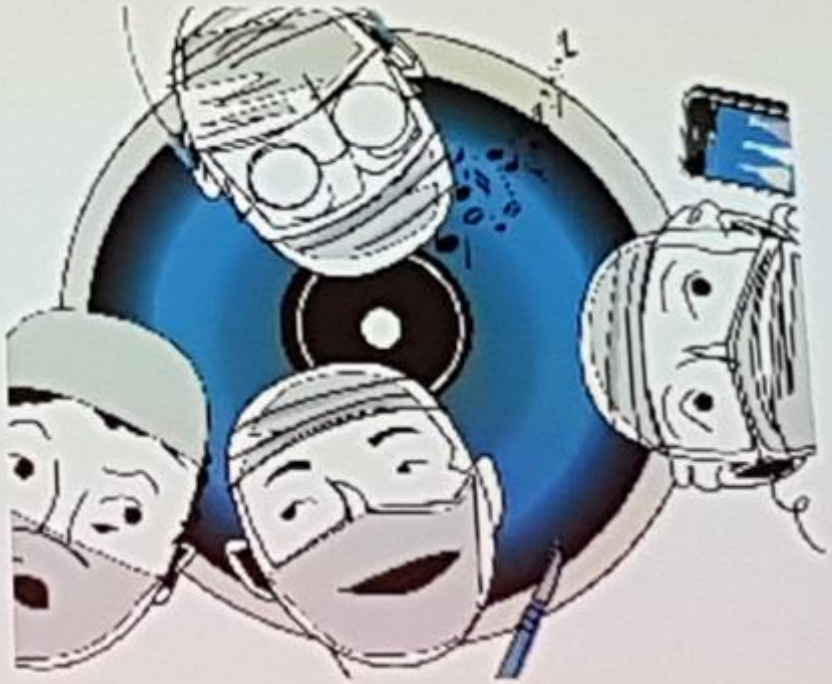
- Team Effectiveness



Collaboration

"Some of the greatest advances happen when people are bold enough to speak their truth and listen to others speak theirs."

Kenneth H. Blanchard, ***Collaboration Begins with You: Be a Silo Buster***