



## GEN39 Contribute to effective multidisciplinary team working

### OVERVIEW

This standard is about developing and sustaining the smooth and consistent working of the multidisciplinary team in order to achieve the goal of best care for patients. This is achieved through fostering a climate in which there is open exchange of information and views between members. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

### KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.the roles, scope, responsibility and availability of members of the multidisciplinary team
- 2.the contribution that different professions can make to the evaluation and planning of patient care
- 3.information needs of other people in the team
- 4.communication structures in the organisation
- 5.the contribution that different disciplines can make to the evaluation and planning of patient care
- 6.how to record agreements, plan of care and other communications to be accessed by all members of the multidisciplinary team
- 7.how to ask open-ended questions, listen carefully and summarise back
- 8.how to adapt communication styles in ways which are appropriate to different people
- 9.how to make decisions from the multiple perspectives of a team
- 10.how effective teams work
- 11.group dynamics
- 12.how different styles can work together in a team
- 13.the different features services must have to meet people's gender, culture, language or other needs

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.ensure that your working practice conforms to decisions taken by the team
- 2.communicate effectively with other team members and constructively acknowledge the views of colleagues
- 3.provide clear, accurate and sufficient information on work in progress to enable another member of the team to effectively carry out their work
- 4.provide colleagues with help and advice when requested and when this is consistent with your other responsibilities
- 5.make sure that issues in the team are addressed positively and handled in a constructive manner
- 6.agree to maintain confidentiality of information relating to other members of the team
- 7.accurately summarise issues in the team that cannot be resolved and pass this information on to someone who has the authority and capability to reach a solution
- 8.identify examples of good and poor practice and make suggestions of realistic improvements to team practice to others in the team
- 9.identify your own development needs against the demands of the work role and the demands/requirements of the team

## ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: Core 5 Quality. This standard has replaced Ren\_OP4 and HCS\_CP1.