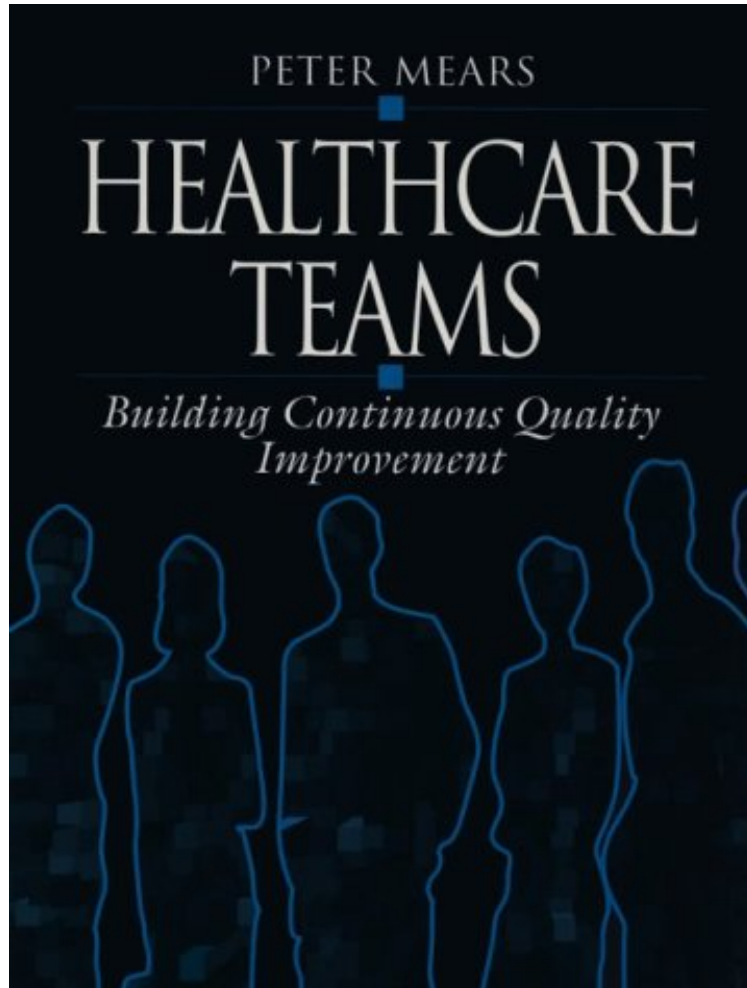


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# Healthcare Teams: Building Continuous Quality Improvement

*Peter Mears*

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Healthcare Teams: Building Continuous Quality Improvement provides a thorough understanding of team building in a healthcare environment. Important topics such as what it means to be a member of a team, empowerment and how teams contribute to continuous quality improvement are covered. A special section of the manual also provides the reader with essential information on key quality concepts. Numerous exercises are specifically tailored for situations encountered in healthcare. Participants take turns as leaders and observers. The observer records the interactions which

occur in solving an exercise and reports findings to the team at the end of the exercise. These findings are analyzed by the team, thus creating an atmosphere whereby teams learn how to learn. Participants are exposed to a diversity of problems through numerous healthcare-related exercises. Team concepts such as empowerment, cohesiveness, handling difficult members, and team effectiveness are explained, exercises are provided to help participants learn more about these concepts while building their team skills.

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