



TEAM EFFECTIVENESS

UPMC Systemwide Annual Mandatory Training

OUR MISSION

UPMC's mission is to serve our community by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education.

OUR VISION

UPMC will lead the transformation of health care. The UPMC model will be nationally recognized for redefining health care by:

Putting our patients, health plan members, employees, and community at the center of everything we do and creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.

OUR VALUES

We create a safe environment where quality is our guiding principle.

QUALITY & SAFETY

We treat all individuals with dignity and respect.

DIGNITY & RESPECT

We listen to and care for our patients, our health plan members, our fellow employees, our physicians, and our community.

CARING & LISTENING

We perform our work with the highest levels of responsibility and integrity.

RESPONSIBILITY & INTEGRITY

We think creatively and build excellence into everything that we do.

EXCELLENCE & INNOVATION

A Values-Rich Culture

In order for us to sustain a values-rich culture; we must ALL strive to live out the values every day as we work together as one TEAM.

Teamwork
has a dramatic
effect on
organizational
performance.

An
**EFFECTIVE
TEAM**
can help an
organization
achieve incredible
results.

VS.

AN
**INEFFECTIVE
TEAM**
can cause
unnecessary
disruption, poor
delivery, and
failure to reach its
goals.

TEAM *(noun)*

A group of people **working together** *to accomplish a common goal.*



Created by a department or unit



Working with other
departments/organizations



Project specific, as in a committee
or task force

**Teams
that can
benefit
from *you.***

YOU

&








your patients
your co-workers
your customers
your department
your management team
the committees you assist
visitors and family members
UPMC

WHAT IS EFFECTIVE

TEAMWORK

ENCOURAGEMENT SHARING
COMMUNICATION SUPPORT
DEPENDABLE GOALS FEEDBACK
RESULTS ACTIVE PARTICIPATION
ACCOUNTABLE NEGOTIATION

An effective team has...

-  Shared commitment
-  Supportive Leadership
-  Clearly defined roles
-  Open lines of communication
-  High degree of creativity
-  Healthy disagreements
-  A sense of empowerment

KNOW THE ABILITIES OF EACH TEAM MEMBER

Learn about the people who work with you.

Understand their strengths and weaknesses.

Balance the weaknesses with the strengths of other team members.

Value each other's strengths and apply them as you pursue team goals together.



COMMUNICATE EFFECTIVELY

- Listen to team members.
- Clearly share your ideas.
- Freely give positive feedback.
- Say “**I Need Clarity**” when the issue is unclear.
- Ask questions to be sure the message is understood.

Strive to continually improve your communication, knowledge and skills by:

- Attending classes.
- Reading.
- Asking questions.
- Asking for constructive feedback.



EXECUTE CONSISTENTLY

- Understand your role on the team.
- Know how your contributions affect performance.
- Be willing to do your part.
- Your commitment to your teammates leads to success.



ADOPT THE DIGNITY & RESPECT 30 TIPS

The people of UPMC are committed to supporting dignity and respect in the workplace and beyond. We believe that these values are crucial to building and sustaining an environment in which everyone feels included, valued, and appreciated.

SMILE. Listen. **REMEMBER, WE ALL MAKE MISTAKES.**

Treat others the way they want to be treated.

Say “Thank You!” Communicate respectfully.

Get someone else's point of view. Be considerate.

Be a champion of dignity and respect.



CARE

In order to live out the UPMC values every day, we have a framework to help us connect one another and our customers to the UPMC Experience.



C

Connect

CARE+ is not about words, it's about attitude.

It's about living our values

We connect because we care.

A

Actively Listen

We listen because we want to understand the customer needs so that we can provide them with the right care.

R

Respond

We listen because we want to understand the customer's needs so that we can provide him/her with the right care.

E

Empathize and Thank

We empathize with customers and thank them with an attitude of gratitude.



TOGETHER WE ARE BETTER!

Coming together is a beginning.

Keeping together is progress.

Working together is success.

Teamwork is vital in a healthcare organization.

Focus on keeping patients and teams healthy to achieve success.

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