

Teaming

Developing a Team

A navigator is encouraged to maintain certain principles when assisting people through the systems of support and services. The principles are not only reflected in the job description and traits of a Navigator, but also reflected as a team is created to assist the person transitioning. This is principled centered teaming.

Teaming is not a committee or group or task force.

Teaming follows a process.

Teaming is not always linear.

Teaming is comprised of stakeholders.

Teaming is committed to collaboration.

General Teaming Process:

- Determine if a team is necessary
- Identify membership
- Identify roles and responsibilities
- Determine the rules for meetings or plan of care
- Have transitioning person identify goals
- Members commit to assisting with goals
- Members communicate regularly

Transitioning with a Team Approach

When assisting someone with transitioning from a facility or diverting someone from being placed in a facility, it can be advantageous to develop a support team for the person. (There are times the person may not chose to work with a team, may already have supports, or may not want the assistance of a navigator. These requests need to be honored.) However, if the person would like the assistance of a team of persons, there are some key elements that should be considered when developing a team.

1. A team is initiated around a purpose that is directed by the person transitioning. (Goals)
2. The person transitioning should be able to decide if they want a team of persons to assist them through the process and/or after the process. (Necessity)
3. The team may be comprised of family, friends, professionals and agency personnel. The team may change as additional members are seen as helpful. (Membership)
4. The person and the team members need to identify the roles each person plays. Determine who will be seeking services and supports, advocacy, and/or specific information to improve the current situation. A navigator should never have to be all roles and the person transitioning should be encouraged to play an active role in the process. (Roles and Responsibility)
5. All team members need to communicate frequently. After a meeting, notes and contact information should be exchanged with all members, especially the person transitioning. (communication)
6. A team functions best with all members acting with consistent principles (Commitment)

Principles of Teaming

1. A team reflects a shared/collective vision.
2. A team promotes the empowerment of its members.
3. A team demonstrates shared decision-making.
4. A team exhibits synergy.
5. A team fosters the participation of persons impacted by its actions.
6. A team has a highly regards diversity as a necessary part of creativity and collaboration.
7. A team facilitates self-determination and personal growth.
8. A team operates within an ecological context
9. A team reflects a fluid and dynamic quality.

Teaming to a Positive Outcome

Communication Strategies

Ways to help team members contribute to positive outcomes:

There are simple ways to help encourage all members of the team to participate, especially the person transitioning. If a person has been in a nursing home or facility for a long time, often they have been passive members of meetings or plans of care. It may be a new experience to be treated as an equal and important member in the decision making process. Some of the following ideas may be helpful to navigators to improve the team process in assisting with transitions.

1. Always talk directly to the person and encourage others to do the same.

2. Avoid “killer phrases” like:
 - “ That’s not my job.”
 - “ It’s against policy.”
 - “ It just won’t work.”
 - “ Be practical.”
 - “ We’ve never done it that way before.”
 - “ Be realistic.”

3. Generate participation by:
 - Asking people to come prepared.
 - Ask open ended questions
 - Reinforce positive responses
 - Use appropriate silence – wait patiently for answers
 - Make eye contact
 - Use humor
 - Stay open to viewpoints of others
 - Leave your personal agenda at the door.

4. Five behaviors that encourage communication:

- Request information in an attempt to understand
- Treat all members with respect and trust no matter what there talent, ability, power, or status.
- Be a problem solver with an open mind.
- Communicate with a positive intent- strait and honest.
- Demonstrate interest and concern in the feelings and welfare of all team members. Be empathetic.