

Benefits of Teams

For Patients/Clients For Organizations

- Patient satisfaction (1)
- Reduced duplication, errors and delays (4)
- More effective complex problem mgmt
- Improved access to care
- Mean Mortality Rate (2)
- Patient trust (3)
- Higher quality of care (3)
- Increased staff motivation
- Reduced stress
- Reduced staff turnover
- Reduced absenteeism
- Lower intention to leave (2)
- Intent to leave (2)
- Greater innovation (2)
- Higher quality of service (4)

For Professionals

- Higher work satisfaction
- Relief in burden of treatment/care (2)
- Lower stress levels (2)
- Protection against caregiver burnout (2)
- Professional and social support
- Learning (4)
- Heightened 'own and others' role understanding
- Greater objectivity
- Mutual accountability
- Higher degree of empowerment
- Reduced cognitive load
- Development of interprofessional skills
- Reduced stress, injury (2)
- Higher job satisfaction (2)

- 1 Meterko, M., Mohr, D.C., Young, G.J. (2004) Teamwork culture and patient satisfaction in hospitals, *Medical Care*, 42:5, 492-498
- 2 Team working and effectiveness in health care: Findings from the Health Care Team Effectiveness Project <http://homepages.inf.ed.ac.uk/jeanc/DOH-glossy-brochure.pdf>
- 3 Berwick, D.M. (2003) Improvement, trust, and the healthcare workforce, *Qual Saf Health Care*, 12(Suppl 1), 12-16
- 4 Firth-Cozens, J. (2001) Cultures for improving patient safety through learning: the role of teamwork. *Quality in Health Care*, 10(Suppl II), 26-31