

# THE IMPORTANCE OF BUILDING A BETTER HEALTHCARE TEAM

**66%** of medical errors are due to a lack of communication among members.<sup>6</sup> Here's a look at the importance of a healthy care team and how each member can contribute as a team player.

40% of clinicians claimed to have remained silent rather than question an intimidator, even when patient-safety concerns were present.<sup>2</sup>

**40%**  
of clinicians

**3.5x**

Physician burnout decreases professional standards among care teams by **up to 3.5 times**.<sup>1</sup>

Organizations who have enhanced teamwork through communicative training saw **performance improvements of up to 17%**.<sup>3</sup>

**17%**  
performance improvements

**↓55%**

Improved communication strategies (\*SBAR) lead to a **55% decrease in adverse events**.<sup>4</sup>

**↓23%**

**23% decrease in medical errors** with "hand-off" strategies in place.<sup>5</sup>

Situation, Background, Assessment, Recommendation\*

## Sources

1. Maria Panagioti, PhD; Keith Geraghty, PhD; Judith Johnson, PhD; et al, "Association Between Physician Burnout and Patient Safety, Professionalism, and Patient Satisfaction" JAMA, January 28, 2019

2. Grena Porto, RN, MS, ARM, CPHRM and Richard Lauve, MD, MBA, CPE, FACPE, "Disruptive Clinician Behavior: A Persistent Threat to Patient Safety," Patient Safety & Quality Healthcare, August 2006

3. Eduardo Salas, Stephanie Zajac, Shannon L. Marlow, "Transforming Health Care One Team at a Time: Ten Observations and the Trail Ahead," Sage Journal, February 9, 2018

4. Shaneela Shahid and Sumesh Thomas, "Situation, Background, Assessment, Recommendation (SBAR) Communication Tool for Handoff in Health Care – A Narrative Review," Safety in Health, 28 July 2018

5. Clinical Advisor, "Hand-off system reduces medical errors, preventable adverse events," December 01, 2014.

6. Institute for Healthcare Communication, "Impact of Communication in Healthcare," July 2011.

**Interested in building a better healthcare team and fostering an environment that values healthy communication?**

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