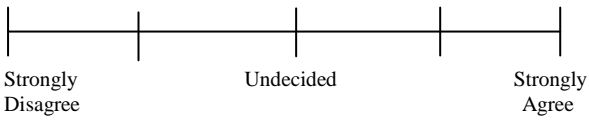


Team (Health) Check

How effective is your team?

Rate your level of agreement with each statement, using the scale:

1 2 3 4 5



Strongly Disagree Undecided Strongly Agree

Staff 1	Staff 2	Staff 3	Staff 4	Staff 5	Staff 6

Setting Goals

The goals of the health service are clearly stated and have been communicated to all team members					
The goals of the health service include specific standards relating to patient care					
Everyone who works in the health service shares the same goals					
Everyone shares the same standards in patient care and work ethic					
Each individual is clear about the requirements of their role and how they contribute to the collective goals of the health service					

Engaging the team

The leaders are interested in team members' suggestions for improving the effectiveness of the health service					
Team members are given the opportunity to make suggestions and contribute ideas to improve how the health service is run					
All team members are treated with respect and dignity					
Team members are provided with regular feedback on the health service's progress towards achieving its goals					
Team members' efforts and good performance is acknowledged and recognised					

Assign Roles & Responsibilities

All the tasks required to keep the health service running smoothly have been identified and allocated to individuals						
All team members are aware of how their tasks impact on others, and have an agreed strategy to enhance efficiency and reduce duplication						
The health service has contingencies in place to deal with crises or ad-hoc situations						
Team members have sufficient knowledge about each other's work and can cover for individuals who are sick or on leave						
Team members are clear about the parameters of their role; they understand which decisions they can take and which decisions need to be referred and to whom						

Communicate

The health service has regular team meetings						
Team meetings are organised and conducted using a specific agenda						
There are clear and well established communication channels for keeping all team members (including part-timers) informed of changes in the health service						
Team members know who to go to when they encounter problems in performing their work						
The health service has an established channel for communicating with stakeholders						

Reflect & Review

The health service has an established process for reviewing newly implemented procedures						
There is an established process for monitoring and reviewing team members' performance						
There is opportunity and a process for the health service to learn from mistakes and to use this information to improve overall effectiveness and efficiency						
The health service seeks the input of patients in improving the provision of its services						