

I Cannot Get This Team To Collaborate!

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My Mistakes

- Important Balances
 - All-inclusive vs. Clear Leadership
 - Early engagement vs. focused working group
 - Early “buy in” vs. developing/changing protocols
 - Fellow engagement
 - Top down vs. Bottom Up

Lessons Learned

- Find common ground
 - Start with patient care... “how do we ensure high quality care for ALL patients?”
 - Always come back to patient care when stuck
- Understand current practices
 - Number of cases
 - Number of procedures
 - Testimonials (patient and provider)

Lessons Learned

- There are 2 (or more) sides to every story
 - Listen first, then pause and consider before speaking
- Leverage a “neutral” person
 - No skin in the game for one clinical outcome
- Identify needs from multiple perspectives
 - Coordination of care
 - Education
 - QI/QA and Research
 - Clinical trial enrollment

Lessons Learned

- Find champions within groups
 - Reasonable, well-respected individuals
- Pre-meet with the champions
 - Ensure their support before larger meeting
- Start and end each meeting on a positive note
 - Identify common goal
 - Get verbal buy in

Final Thought

People aren't inherently evil or bad... you just have to understand their concerns and motives