



Teamwork and Escalating Concerns Toolkit

CHECKLIST

- ☐ Consider how you might respond to a colleague who requests the need to debrief following their involvement with a patient at the end of life. Set aside some time to listen to your colleague. Share your own experiences if appropriate. Reflect on what you can learn from your colleague's experience. If you are concerned about your colleague, remind them of available support.

- ☐ Play your part in creating a [psychologically safe workplace](#):
 - Frame the work as a learning problem, not an execution problem. This creates a rationale for speaking up.
 - Acknowledge your own fallibility. Say simple things like, "I may miss something, I need your input".
 - Model curiosity. Ask questions.

- ☐ If you observe a team member doing something particularly well while caring for a patient or interacting with a family member, give them positive feedback. Be specific. For example, instead of saying "good job today" focus on an observed behaviour, skill, or attitude.

- ☐ Be prepared for disagreements to occur within your team. Knowing how to respond will greatly assist you. Do you have tools and strategies in place for addressing conflict?

HELPFUL LINKS

- Advance Care Planning Australia. 2024. [Health professionals: roles and responsibilities](#)
 - Palliative Care Network of Wisconsin. 2024. [Conflict Resolution Part 1: Careful Communication](#)
 - QUT End of Life Law in Australia. 2024. [Legal Overview](#)
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VIDEOS, BLOGS, PODCASTS

- CareSearch Blog. 2020. Dr Barbara Hayes, Clinical Lead – Advance Care Planning and Palliative Care Consultant, Northern Health. [CPR discussions and decisions: a necessary part of medical treatment planning](#)
 - End-of-Life Essentials. 2023. [Providing workforce supervision and support, Jeanette Lacey, End-of-Life Care Nurse Practitioner](#)
 - TEDx Talks. 2014. [Building a psychologically safe workplace – Amy Edmondson](#)
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FURTHER READING

- Australian Commission for Safety and Quality in Health Care (ACSQHC). 2020. [Implementing the Comprehensive Care Standard: Deliver comprehensive care](#)
 - Haddeland K, Marthinsen GN, Soderhamm U, Flateland S, Moi E. Experiences of using the ISBAR tool after an intervention: A focus group study among critical care nurses and anaesthesiologists. Intensive Crit Care Nurs. 2022 Jun;70:103195. [doi:10.1016/j.iccn.2021.103195](#)
 - Walter JK, Arnold RM, Curley MAQ, Feudtner C. Teamwork When Conducting Family Meetings: Concepts, Terminology, and the Importance of Team-Team Practices. J Pain Symptom Manage. 2019 Aug;58(2):336-343. [doi:10.1016/j.jpainsymman.2019.04.030](#)
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