



# thriving teams

*Align  
care  
with what the  
patient wants*

*Identify  
goals of care  
of the patient  
and how to  
best meet them*

*Expect  
occasional  
conflict and  
communicate  
clearly with  
emotional  
awareness*

*Remember  
that patients  
and families  
are part of the  
team*



*Foster  
psychologically  
safe  
workplaces &  
respect those  
who speak up*

deliver excellent  
end-of-life care

