

## Working in Team, Unit 5



### Leveraging Integration Techniques

Working in Teams / Unit 5

Health IT Workforce Curriculum  
Version 1.0/Fall 2010

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## Objectives

*At the end of this unit the learner will be able to:*

1. Use problem-solving techniques (mind maps, SWOT analysis, swim lanes, and fishbone diagrams) when working in teams.
2. Differentiate between a team task and an individual task.

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## Unit 5 Description

Unit 5 will discuss techniques for team members to problem solve within their teams so the team can be more effective.

1. Introduction
2. Problem-solving techniques
  - a. Mind maps
  - b. SWOT analysis
  - c. Swim Lanes
  - d. Fish-Bone Diagram
3. Team task versus individual task
4. Summary

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### Introduction

- In this unit the learner will be able to obtain knowledge and skills to develop a mind map, conduct a SWOT analysis, and use swim lanes and fishbone diagrams.
- We will also discuss ways to determine when a deliverable is a team task versus an individual one.
- Learning activities are provided throughout the unit.

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### Problem-Solving Techniques: Mind Mapping

**Mind Mapping** is a useful technique that improves the way you take notes, and supports and enhances your creative problem solving.

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### Drawing Simple Mind Maps



Figure 1: An Example Mind Map

Image Courtesy Mindtools.com

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## Improving Your Mind Maps

Once you understand how to make notes in the Mind Map format, you can develop your own conventions to take them further.

- Use single words or simple phrases for information.
- Print words.
- Use color to separate different ideas.
- Use symbols and images.
- Using cross-linkages.

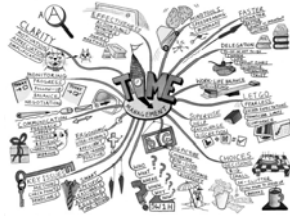


Image Courtesy Mindtools.com

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## Mind Mapping - Key Points:

Mind Mapping is an extremely effective method of taking notes.

Mind Maps show not only facts, but also the overall structure of a subject and the relative importance of individual parts of it.

They help you to associate ideas and make connections that you might not otherwise make.

If you do any form of research or note taking, try experimenting with Mind Maps. You will find them incredibly useful!

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## Activity

**Develop your own mind map of a HIT as follows:**

The Director of Nursing at Mayview Hospital has requested a kiosk housing information on selected health disruptions, advanced care directives, medical management, discharge planning, etc. The intent of the kiosk would be to build the system in a friendly, inviting manner so all levels of patients from different backgrounds could retrieve information in the hospital lobby while waiting for their families, during visitation hours, or anytime information may be needed.

*Please create a mind map using the concept of a health information kiosk to depict your thoughts and areas needed to be considered in the design and implementation of the equipment.*

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## SWOT Analysis

A SWOT analysis is a subjective assessment of data which is organized by the SWOT (Strengths, Weaknesses, Opportunities, and Threats) format...

SWOT analysis can be used for all sorts of decision-making.

The SWOT analysis template is normally presented as a grid, comprising four sections, one for each of the SWOT headings: Strengths, Weaknesses, Opportunities, and Threats.

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### Here are some examples of what a SWOT analysis can be used to assess:

- a company (its position in the market, commercial viability, etc)
- a method of technology distribution or delivery
- a product or brand
- a business idea
- a strategic option, such as entering a new market or launching a new product
- an opportunity to make an acquisition
- a potential partnership for the HIT deployment across different healthcare institutions
- changing a supplier for your HIT solutions
- outsourcing a service, activity or resource for your HIT implementation

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## SWOT Analysis Template

*Subject of SWOT analysis: (define the subject of the analysis here)*

<p><b>STRENGTHS</b></p> <ul style="list-style-type: none"> <li>•Advantages of proposition?</li> <li>•Capabilities?</li> <li>•Competitive advantages?</li> <li>•Resources, Assets, People?</li> <li>•Etc.</li> </ul>	<p><b>WEAKNESSES</b></p> <ul style="list-style-type: none"> <li>Disadvantages of proposition?</li> <li>Gaps in capabilities?</li> <li>Lack of competitive strength?</li> <li>Etc.</li> </ul>
<p><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"> <li>Market developments?</li> <li>Competitors' vulnerabilities?</li> <li>Industry or lifestyle trends?</li> <li>Global influences?</li> <li>Etc.</li> </ul>	<p><b>THREATS</b></p> <ul style="list-style-type: none"> <li>Political effects?</li> <li>Legislative effects?</li> <li>Environmental effects?</li> <li>IT developments?</li> <li>Etc.</li> </ul>

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## SWOT Analysis Example

This SWOT analysis scenario is based on a business-to-business manufacturing company, that historically relies on distributors to take their products to the end user market.

The opportunity, and therefore the subject for the SWOT analysis, is for the manufacturer to create a new company of its own to distribute its products directly to certain end-user sectors, which are not being covered or developed by its normal distributors (*see SWOT Analysis Handout*).

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## Activity: HIT Team SWOT Analysis

- The health information kiosk (used in the earlier activity) to be built for the hospital that would be set in the lobby for patients, families, and caregivers to retrieve various types of health information will also be used in this activity.
- Now that you have designed your mind map, please do a hypothetical SWOT analysis for the team to consider the strengths, weaknesses, opportunities, and threats in building and implementing such a device.

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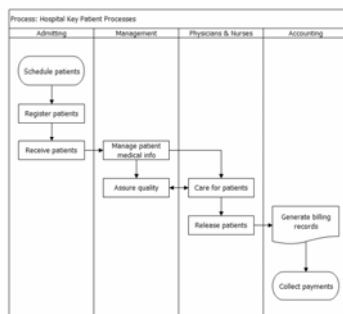
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## Swim Lanes




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## Activity – Swim Lane

Your team has been tasked with reducing duplicate workflow with the new computerized provider order entry application. Swim lanes templates are one of the tools that can be used. Processes for each department are listed in the swim lanes. You will easily be able to identify the workflow redundancies and make workflow decisions once the selected computerized provider order entry application is chosen.

Your team leader has asked you to create a swim lane for one of the ancillary department's interactions with the other departments of the hospital. It will be necessary to contact a local hospital's Nutrition Department to understand the workflow and interactions that the department has with other departments within the hospital environment.

1. State what hospital was contacted.
2. State the name and role of the person contacted.
3. Write a 3 – 5 page report on the swim lane findings.

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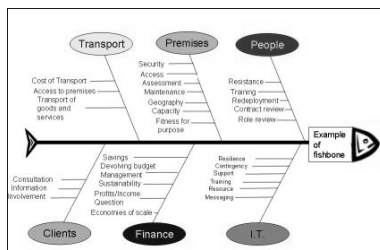
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## Fishbone Diagram




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## Activity – Fishbone Diagram

Your team has been tasked with understanding the impact of implementing a new Radiology Information System (RIS) will have on other departments in a hospital environment. Currently, the Radiology Department does not interact electronically with other applications.

Your team leader as asked you to create a Fishbone Diagram to illustrate the effect of implementing this new Radiology Information System to other departments in the hospital.

1. Contact a Radiology Department in a hospital.
2. State the name of the person and their title that you spoke to.
3. Interview the person and with the information gathered create a Fishbone Diagram.
4. Write a 3 – 5 page report with your findings (include the Fishbone Diagram as one of the pages)

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## Team vs. Individual Tasks

Individual  
task or  
team task?

The  
answer: It  
depends  
on the  
task!

The task  
may be  
small or  
large,  
simple or  
complex.

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## Activity:

Visit a healthcare institution health IT department to obtain an example of a team versus individual project deliverable and responsibilities. Please describe the following in this assignment:

- The type of institution you visited,
- The project or issue you will provide as an example of both a team project and an individual one,
- Your reflection of what you learned from the assignment and 3 take-away points from the activity.

- The assignment will be a 3-5 page paper.

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## Summary

In this unit you learned to:

1. Identify problem-solving techniques (mind maps, SWOT analysis, swim lanes, and fishbone diagrams) to use when working in teams.
2. Differentiate between a team task and an individual task.

As you visited a healthcare institution for one of your assignments, you learned where team vs. individual tasks may be required for certain deliverables.

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## References

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2. SWOT analysis - [http://www.mindtools.com/pages/article/newISS\\_01.htm](http://www.mindtools.com/pages/article/newISS_01.htm)
3. Team task - [http://pmcrunch.com/project\\_management\\_process/team-tasks-vs-individual-tasks/](http://pmcrunch.com/project_management_process/team-tasks-vs-individual-tasks/)
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