

CONTEMPORARY FERTILITY CLINIC TEAMING: CREATING A CULTURE THAT OPTIMIZES PATIENT CARE

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ISQUA 2024-
ABS-3120

INTRODUCTION

“Teaming” is a concept widely influenced by the mindset and practices of teamwork. Working in a fertility clinic involves a variety of experts (doctors, nurses, pharmacists, specialists, medical assistants, medical secretaries, faculty, administrators, etc.), which makes the work environment extremely complex, diverse, and stressful. Communication skills and applying “Teaming” to the working environment are fundamental strategies that leaders of a fertility support unit should pay attention to and invest in developing.

AIM

“Teaming” approach established a comfortable working environment for employees, resulting in increased productivity, efficiency, and, ultimately, improved patient care.

METHODS

We applied several ways to integrate teamwork into the clinic, including (1) Teaming atmosphere framing, (2) Seeking to promote a safe psychological workplace, and (3) Implementing teaming: The Learning Cycle.

RESULTS

- (1) We established a learning framework involving four key steps: (i) enrollment of team members, (ii) preparation including off-site training or team meetings, (iii) applying to a new product or service project, (iv) reflection, to optimize works and make alterations to improve in the future.
- (2) A safe environment was promoted by physicians, nurses, scientists, and supporting staff. IVFMD leaders facilitated psychological safety and promoted growth and improvement. An open mind refers to a constant search for new ideas. Staff experience was less burnout, staff felt more supportive, and staff reported greater overall satisfaction as teaming created a healthy learning environment in the clinic.
- (3) Implementing teaming was initiated as a continuous learning cycle involving communication, decision-making, action, and reflection. Staff were encouraged to communicate honestly directly and discuss any shortcomings or experiences that need to be learned jointly. Every complaint from a patient that required the unit to improve its service provided a learning opportunity for the entire team. Team communication was maintained to ensure that it continued smoothly.

CONCLUSION

A team-centered approach to a fertility service improved organizational performance, created a safer, more engaging work environment, and enhanced patient satisfaction.

ACKNOWLEDGE

None

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2. Edmondson AC, Harvey J-Fo. *Extreme teaming: lessons in complex, crosssector leadership*. Bingley: Emerald Publishing; 2017.

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