

Labeling Activity – Care Conference

Goals:

Demonstrate how each member of the team is needed to get a comprehensive view of a patient's care.
Demonstrate how labels and stereotypes can hinder the functioning of a team.

Preparation:

Create a sheet of Treating and Role Labels for each table. Cover the Treating Labels with a sticky note. Leave the Role Labels uncovered. Print a series of role descriptions for each table.

Treating Labels:

Agree with me
Disagree with me
Respect my opinion
Encourage me
Interrupt me
Ignore me
Treat me like the leader

Role Labels:

Administrator
Clinic Nurse
Home Care Nurse
Observer
Pharmacist
Physician
Social Worker
Student

Process:

Split the group into teams of 8 or less.

Each team member is then randomly given a paper with the case description and a team member role and Persona/Qualities. Each member takes the Role Label that matches their case description and puts it on their left shoulder.

Each team member, except the observers, randomly takes a preprinted Treating Label with the words covered by a sticky note. They put the label on their right shoulder or forehead and, without looking at the words, take off the sticky notes. This label dictates how they will each be treated by the others.

They are given 2 minutes to read over the case and their role and formulate what their plans for how they will interact on the team. The team is then given 10 minutes to come up with a care plan for the patient using the information from the case and their role. The way they will interact with the other team members is dictated by the Treating Labels.

Debrief:

Afterwards, the team spends 10 minutes debriefing on their experience.

What happened?

Did the team complete your task?

How did you feel about how you were treated?

How did you feel about treating people according to their labels? Was it different for a good vs bad label?

What are the similarities with your own teams?

What can you do to make better teamwork?

Close with a comment on how labels and stereotypes can serve to hinder the work of the team and that each team member has an important contribution to make to the care of the patient.

Author: Brian Sick, MD – University of Minnesota 1Health Team

Case: 67yr old female with hypertension, treated with amlodipine and lisinopril, and COPD treated with Albuterol and Advair. She uses the albuterol about 5-6 times a day but says that it does not help. She calls the clinic on a regular basis and asks questions that shows she does not remember things very well such as what medications she is on or when her appointments are. She came in to the clinic last week for the first time in 2 months with wheezing after which her Advair was increased from 250/50 to 500/50 twice a day. At that time her blood pressure was 145/95 but she says it was normal at home.

Roles:

Administrator – You are concerned that the team has not been functioning well because you have heard from the social worker and home care nurses for other patients that they can't seem to get ahold of the team, that their patient's do not seem to have a comprehensive care plan, and that their concerns go unaddressed week after week. You are here to watch how the team functions and see where the problem is. **Persona/Qualities** - Stern, watchful, suspicious

Clinic Nurse – You take all of the calls for when the patient calls in and you are worried that she is not safely taking care of herself. You have said this before but nobody seems to be paying attention to you. You are tired of being ignored especially when you just want what is best for the patient. You feel a little guilty that you have not pushed harder with this patient but you have many patients to take care of and can't put all of your focus on just one patient.

Persona/Qualities - Underappreciated, guilty, frustrated, quiet

Home care nurse – You are thrilled to be invited by the social worker, and you can't figure out why the clinic team doesn't do this more often. You know the patient is not doing well at home and feel you could offer insight into the patient's living situation. You know that she does not have food in the refrigerator and that she has a cupboard full of new and old medications. You set up her meds but find that sometimes there are some left over. **Persona/Qualities** - Cheerful, bubbly

Observer - You are here to watch the team to give them feedback at the end.

Pharmacist – You know that she is not taking her meds correctly because she is not picking up the Advair as often as she is getting the albuterol. You have met with her one-on-one and have tried to counsel her about the use of her inhalers, and you know she is challenged by figuring out how to time her breath with the spray of the albuterol. You have told the doctor but nothing seems to change. **Persona/Qualities** - Frustrated, you know your stuff but feel underappreciated, dominating

Physician – You feel like you have everything under control. You are not sure why the social worker called the meeting. The patient is on good meds but you can't be responsible if she is not taking them the way she is supposed to. If she would only come into the clinic you could check on her and convince her to do a better job. **Persona/Qualities** - Confident, bothered by having to be here, loud

Social worker – You are worried that she may be a vulnerable adult after talking to the home care nurse so you called the meeting but you are uncomfortable about leading the group. You are a strong advocate for the patient and wonder if she should be in an assisted living but don't have the skills and the ability to make changes to the patient's medications or to make her change her living situation. **Persona/Qualities** - Passionate about your patients, quiet

Student – You had seen the patient with your preceptor the last time she was seen in the clinic. You have been doing a series of small group sessions on interprofessional team care and are confused that what you learned about team work and communication in class is not really what you see in the clinic. Nobody seems to be talking to each other and they don't seem to know what each person does. You know her care could be better if they all understood each other better. You learned that each person introducing themselves and their role on the team is a good start and wonder if it would apply here. **Persona/Qualities** – idealistic, insecure about your knowledge

Interprofessional Care Conference – Administrator

Instructions:

Each team member takes two labels. The first is the one for their role. This one should be placed on the shoulder so others can see it. The other is taken randomly from those that are covered. Stick it on your other shoulder or forehead and then take the cover off **without looking at what is written** underneath. This dictates how each person should be treated.

Take 2 minutes to read the case and your role. Please play the role you are given according to the instructions on the sheet. The activity is more authentic if you act out the persona and if you faithfully treat the others according to their Treating Labels.

When the group is ready, start the case.

Team Task:

Take 10 minutes to put together a care plan for the patient

Case:

67yr old female with hypertension, treated with amlodipine and lisinopril, and COPD treated with Albuterol and Advair. She uses the albuterol about 5-6 times a day but says that it does not help. She calls the clinic on a regular basis and asks questions that shows she does not remember things very well such as what medications she is on or when her appointments are. She came in to the clinic last week for the first time in 2 months with wheezing after which her Advair was increased from 250/50 to 500/50 twice a day. At that time her blood pressure was 145/95 but she says it was normal at home.

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Interprofessional Care Conference – Clinic Nurse

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Clinic Nurse – You take all of the calls for when the patient calls in and you are worried that she is not safely taking care of herself. You have said this before but nobody seems to be paying attention to you. You are tired of being ignored especially when you just want what is best for the patient. You feel a little guilty that you have not pushed harder with this patient but you have many patients to take care of and can't put all of your focus on just one patient.

Persona/Qualities - Underappreciated, guilty, frustrated, quiet

Interprofessional Care Conference – Home Care Nurse

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Persona/Qualities - Cheerful, bubbly

Interprofessional Care Conference - Observer

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Interprofessional Care Conference - Pharmacist

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Role:

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Persona/Qualities - Confident, bothered by having to be here, loud

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Persona/Quality - Passionate about your patients, quiet

Interprofessional Case Conference - Student

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Persona/ Qualities – idealistic, insecure about your knowledge