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## TNC role in coordinating task among related departments

- Nursing role in coordinating cross functional team.
- How to empowerment nurse team.

*Ms. Wachara Poomiprabu*

*Mrs. Winitra Utchoo*



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# Outline

## A. Share my experience :

- The **coordinating** task
- How to **empowering** nurse team

## B. VDO clip about TNC role in coordinating cross functional teams

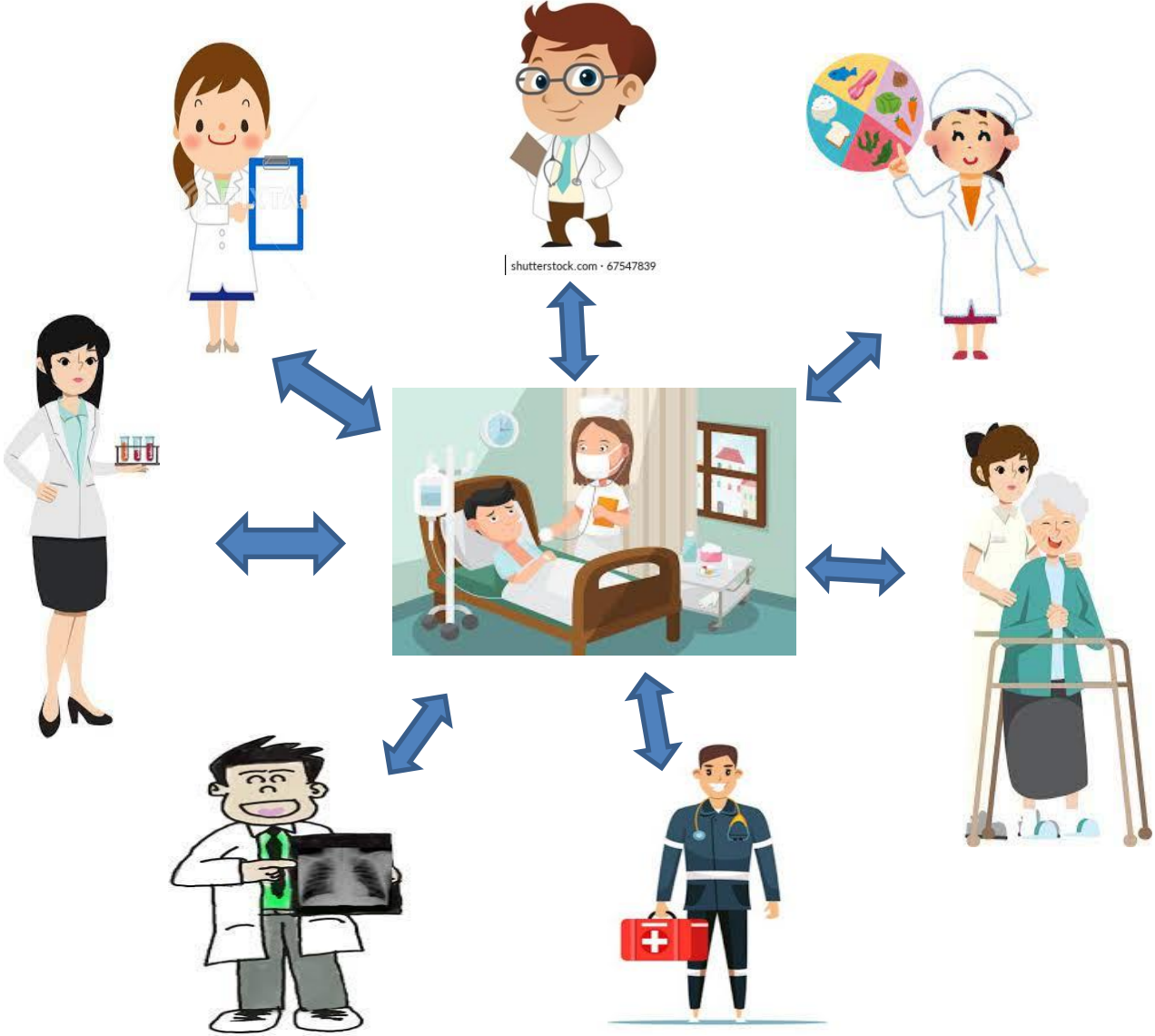
## C. Problem and Barrier and key success factors

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# Multidisciplinary team







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# Trauma Nurse Coordinator

- work in close collaboration with trauma director,
- providing care to injured patient,
- Process education,
- clinical, research, administrative, and outreach activities
- Supervised registrar, secretary, trauma nurse clinician

( Asst.Prof.Dr.Krongdai Unhasuta, trauma specialist,Nursing faculty,Mahidol University)



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# Part A

## 1. The Coordinating task

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**Believe**

**Get rid of fear**

**Brave and patient**

**Passion or love to be a coordinator**

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# The meaning of coordination

is cooperation to **work together** with **good relationship** and **unity** with **two or more** people in the organization to **achieve goal**.

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# The coordinating task

- **Facilitate** multidisciplinary care
- **Coordinate** all aspect of quality improvement for the patients.
- **Encourage** all parties to have a good relationship and collaborate with each other and have the same purpose
- **Reduce** conflict, reduce work redundancy

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# The coordinating task

- **Fast and clear** communicate to the other departments
- **Visit** the related departments to establish relationships with personal
- **Meet and talk** with team regularly and inquiries for comments
- **Empowerment** to teamwork
- **Administration** to achieve goal on schedule

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# Type of coordination

1. On the basis of scope
  - Internal
  - External
2. On the basis of flow
  - Vertical
  - Horizontal or lateral
3. Procedural and substantive

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## Coordination method

- **Formal** coordination
- **Informal** coordination  
(Intimacy, direct contact, talking)

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## Good coordination technique

- Coordinate with communication **tools, technology**
- Coordinate with in-person **direct contact**
- Coordinate with **formal letter**

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# Nurse coordinator skill(1)

- Active Listening
- Active Learning
- Coordination
- Complex Problem Solving
- Critical Thinking

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# Nurse coordinator skill (2)

- Judgment and decision making
- Monitoring
- Service Orientation
- Social Perceptiveness
- Speaking ,Verbal and body language
- System analysis and evaluation

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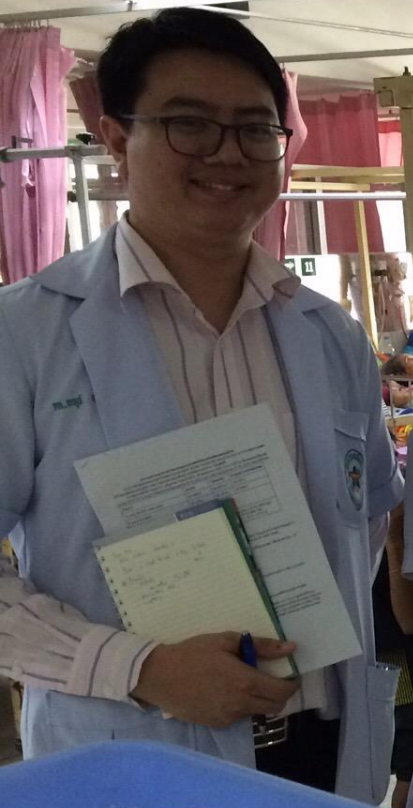


# Nurse coordinator skill (3)

- Management of personnel resources
- Negotiation
- Operation monitoring
  - Persuasion
- Quality control analysis
- Time management
- Writing
- Instructing

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กลุ่มงาน โสต ศอ นาสิก  
ตารางการปฏิบัติงานแพทย์ ประจำวัน  
08.00-12.00 น. 13.00-16.00 น.  
9/1 9/2 9/3 9/1 9/2 9/3

โต๊ะ 3







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## 2.How to Empowerment nurse team

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In Patient Department





Out Patient Department



Anesthesia Department



Operating Department



EAR EYE Nose Throat Department



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## Meetings

- Focus on members, the executives speak little, listen a lot
- Focus on customers and let them tell stories first.
- Focus on the future, reduce the time to report on the past, talk about the future

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## Listening

- Listen to suffering and listen to regain power
- Listen to obstacles, recommendations advice to solve the problem by themselves or solve the problem with team or pass it on to chief.
- Listen to dreams, bring them to creativity





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## Respect

- Respect the idea, admire, look for consensus to reduce conflict
- Respect and acceptance of their work, refer to the owner of the work.
- Respect for humanity



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## Provoking and engaging

- Feedback system and improvements, assign tasks and follow the progress
- Unofficial supervision visit, listen to the team, admire, understand, decision, solve the problem, learn together.
- Give a chance to experiment.



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## **Give decision making power.**

- Determine what can be decided by your own
- Change “request for approval to review”
- Learn from the experience together, can solve the immediately problems





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## Providing challenging work

- Rework with clear guidance such as data collection, interviews, etc.
- Analyze the collected data
- Synthesize data from various sources.
- To be the leader of quality development projects that find opportunities to develop on their own.
- Assign a challenging problem-solving project.
- To be a improve quality project consultant
- To be an internal and external speaker
- To be responsible for strategic work



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## The leader empowers at the ends with

- Provide reflective information. Successes or failed, why did it fail?
- To compliment
- Share the idea, Creative, think systematically







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## Part B

### VDO

TNC role in coordinating task among related departments

By

Mrs.Winittra Utchoo

Trauma Nurse Coordinator



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# Part C

## Problem and Barrier

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## Problem and Barrier

Most of the problems come from people such as ;

- The information is too late.
- Receive and send erroneous information, do not listen and express summary. Fast submission, no review.
- Ignore and forget
- Not cooperating, High self-individual, high self confidence,
- dislike each other Communication fails
- Receive incomplete information
- The correspondence letter was delayed
- Verification documents are required after informal coordination
- Someone who coordinated did not come to work and did not read message in the social application
- The meeting was delayed, Inappropriate location to meeting,





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## The solutions are

- Prepare the correct information.
- Readiness to use technology.
- Multi-channel coordination.
- Choose a format to coordination.
- Liaise, make an appointment in advance.
- Send the letter by yourself and sign documents.



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## The solutions are

- Appointment the date time and place to meeting.
- Set the date to receive data early than the actual date.
- Talk in polite word, polite language and do not make anyone in trouble.
- The message of communication is clear, short.
- Coordinate with the same level of person.
- Help and do it willingly.



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## The solutions are

- Study more information.
- Inquire about the problem and obstacles to solve the problem regularly.
- Follow-up and report on performance
- Collaborate, point out the mutual benefits, befriend, guide each other, think together and keep in touch.
- Process on the specified time.
- Make all parties have the same goal.





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# THANK YOU