



# TEAM HEALTH IS CONTAGIOUS: TEAM-BASED WELLBEING

TELLING STORIES TO SAVE LIVES



## Key Funding Partner

### Federal Acknowledgement

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# Team Health Is Contagious

A Systems Approach to Well-Being



## COMPONENTS OF CULTURE

“A set of interrelated behaviors, actions, cognitions, and attitudes that facilitate the required task work that must be completed”

(Salas et al., 2005)



## HABITS THAT BUILD CULTURE

Culture shapes how members understand and participate in their work. Cultures that seek input, promote accountability, operate as a whole, and identify solutions are most likely to be healthy.



## Plan Forward

PREP (prepare, enact, review and anticipate, and promote resilience) for success.



## Reflect Back

Intentional debriefing can normalize failure or missteps as a collective concern.



## Communicate Effectively

Communication, both verbal and nonverbal, is the foundation of teamwork.



## Test Change

Embracing and testing change allow for innovation and pivoting.



## Appreciation

Drawing upon strengths and affirming efforts (not just successes) are key to engagement.



## Promote Professionalism

Creating signal words and providing feedback are vital to a team culture.



**Healthy culture is both  
protective and effective**

# Focus Areas for Today

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Small Changes Make A Large Impact



## REFLECT BACK



Structuring the process for gathering feedback.



## COMMUNICATE



Focusing strategies on information sharing and interpersonal dialogue.



## APPRECIATE



Demonstrating the value of team members and outcomes.

# Reflect Back

## Healthy Teams Learn From the Past

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- This involves reviewing, actively listening, and summarizing past actions and decisions.
- By reflecting, team members identify successes and areas for improvement.
- This ensures all members are aligned and accurately capture case details, fostering continuous improvement and accountability.
- **Practical Example**: After discussing the circumstances of a child's death, a team member might say, "So, what I'm hearing is that the incident occurred at night, and there were no witnesses. Is that correct?" This helps clarify and validate the information.



# Reflect Back

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## Healthy Teams Learn from the Past

### Definition

- Reflect on previous decisions and decision-making processes.
- Create shared accountability for success and failure.
- Teams who associate a poor outcome as team responsibility are more innovative.

### Associated behaviors

- Use active listening.
- Ask “how” questions instead of “why”.
- Encourage and use non-judgemental language.
- Rely on community agreements to guide challenging conversations.

### Examples

- Dedicate a meeting once a year to reviewing the process.
- Use a structured check-in process.
- Summarizing a variety of experiences to reflect the entire group instead of focusing on one point of view.

# Communicate

## Clear, Concise, Correct, and Courteous

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- A clear, concise, and respectful exchange of information.
- Essential for coordinating efforts, sharing findings, and making recommendations, especially in fatality reviews.
- Ensures all team members are aligned, reduces misunderstandings and conflicts, and promotes a cohesive and collaborative team environment.
- During meetings, provide regular feedback on communication skills, using clear language, and check for understanding by asking, "Does everyone agree with these points?"
- Summarize key points.
- Summarize main findings and recommendations.

# Communicate

Clear, Concise, Correct, and Courteous

## Definition

- Clear, concise, and courteous exchange of correct information.
- Creates a path for next steps.
- Facilitates relationships, shared ownership, and problem solving.

## Associated behaviors

- Champion transparency.
- Provide timely and sufficient information so that team members can make informed decisions.
- Eye contact when talking.
- Prompt responses to requests.

## Examples

- Agendas, team member agreements, and meeting minutes foster communication.
- Ask for clarification, but only when the ask is authentic.



# Appreciate

## “Thank You” is Meaningful

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- Involves recognizing and valuing the contributions of all team members.
- Showing appreciation for team members’ efforts and contributions fosters a positive team culture and encourages active participation.
- At the end of a review meeting, the facilitator or leader might say, “ I want to thank everyone for your dedication and thoughtful contributions today. Your expertise is invaluable in helping us understand these deaths and improve our processes.”

# Appreciate

## “Thank You” is Meaningful

### Definition

- A feeling or expression of admiration, approval, or gratitude.
- Recognize contributions from team members that reflect more than just outcomes.

### Associated behaviors

- Identifying how team members want to be appreciated.
- Offering small tokens of appreciation.
- Positive verbal and non-verbal communication.

### Examples

- The team sends an email to the supervisor of a law enforcement officer who went above and beyond.
- Every month, the team recognizing prevention wins.
- The team recognizes team members who embody their values.



# Open Discussion

How can we help you today?

# National Center Office Hours

## Upcoming 2025 Sessions

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Date	Topic
6/17/2025	Quality Assurance Practices
7/15/2025	Connecting Teams to Tribal Resources
8/19/2025	Meaningful Data Visualizations
9/16/2025	Reviewing Suicide Deaths
10/21/2025	Handling Conflicting Data
11/18/2025	Facilitating Difficult Conversations
12/16/2025	Interactive Meetings: Designing Live Icebreaker Dashboards



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to register and view past sessions!



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