



PATIENT-CLINICIAN TEAMBUILDING PILOTS

ePAG Building Good Practices Webinar
13 12 2022



Welcome!

We will be starting shortly...



Mute your microphones



Use chat box for Q&A and comments



Raise your hand if you wish to speak



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ePAG Exchange of Good Practices

Designing Surveys



Agenda

16.30-16.35 - Welcome & Introduction

16.35-16.45 - Collaborating for Success: Why teambuilding?

16.45-17.00 - The Experience of ReCONNET

17.00-17.15 - The Experience of ITHACA

17.15-17.30 - The Experience of ERN LUNG

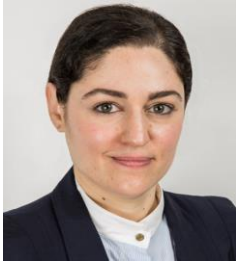
17.30-17.55 - *Questions & Answers*

17.55-18.00 - Wrap-up

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Our Speakers



Silvia Aguilera

- SAF Espana
- ePAG advocate in ERN ReCONNET



Diana Marinello

- ERN ReCONNET Manager



Ilaria Galetti

- Federation of European Scleroderma Associations
- ePAG advocate in ERN ReCONNET



Marta Mosca

- ERN ReCONNET Coordinator



Dorica Dan

- Romanian Prader Willi Association
- ERN ITHACA ePAG advocate



Elisabeth Humbert-Dorfmueller:

- ERN LUNG Manager

Collaborating for Success

Patient-Clinician Teambuilding

Patient-clinician teambuilding

Teambuilding pilots focusing on how Patients and Clinicians in ERNs can work better together.

Objectives:

- Foster a common sense of purpose
- Clarify and understand roles
- Communicate effectively both internally and externally
- Improve the effectiveness of teamwork by aligning on vision, goals, and ways of working

Format:

- 2 x 3.5 h sessions (ReCONNET)
- 3 x 2h sessions (ITHACA)

Facilitators: Maynard Leigh Associates & Ana Merlino

ReCONNET PILOT

Patient-Clinician Teambuilding



ERN RECONNET TEAM BUILDING FEEDBACK RESULTS

Diana Marinello

ERN ReCONNET Network Manager

Ilaria Galetti and Silvia Aguilera

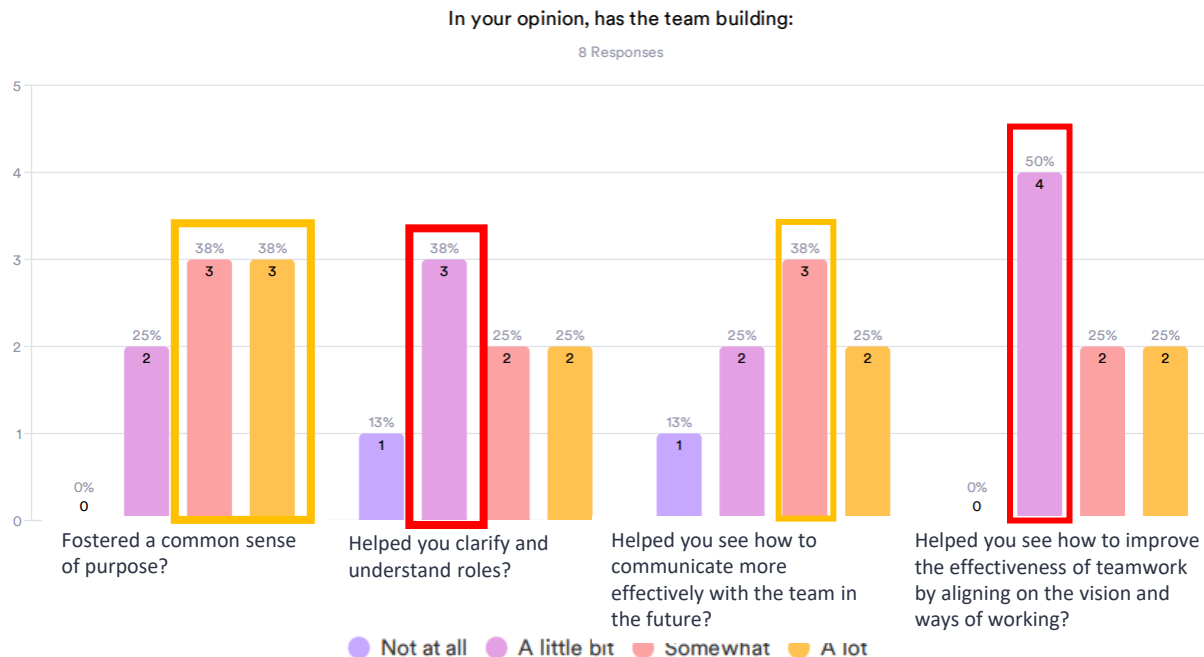
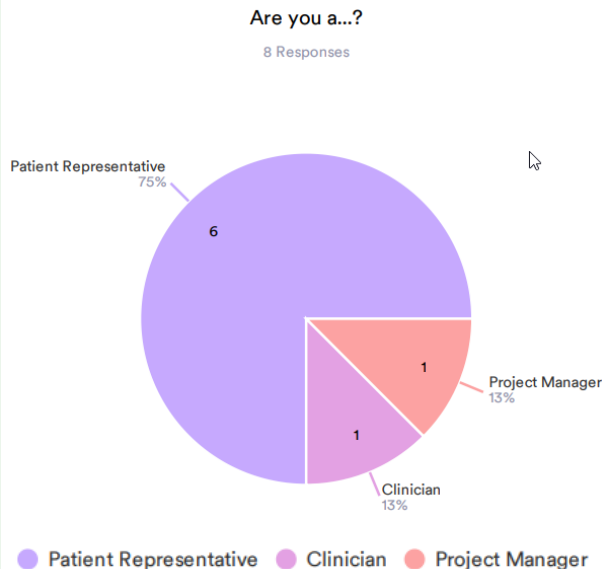
ERN ReCONNET ePAG advocates

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IMPROVING PATIENT-CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results



IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results

What did you hope to get from attending this team-building training?

8 Responses

'Tools, pleasure in **communicating** '

'How to ensure **better communication** between clinicians and patients'

'Better connections and **collaboration opportunities** between clinicians and patient representatives'

'Have more theory and practical examples on how to **collaborate better** in the ERN and how to Foster and advocate for **better patient-clinician partnership** in our Network as a Network Manager.'

Improve collaboration and communication

'**Practical suggestions** on how to improve the team building strategy '

'Building a better team to work **TOGETHER** '

Community-building

'Make clinicians understand the role of ePAGs'

Role clarity

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results

How satisfied are you with the content of the sessions? (1= not at all satisfied/ 5= Very satisfied)

8 Responses

Data	Response	%
2 A little bit satisfied	4	50%
3	2	25%
4	1	13%
5	1	13%
1	0	0%

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results

How do you rate the clarity and effectiveness of the facilitators? (1= not at all satisfied/ 5= Very satisfied)

8 Responses

Data	Response	%
3 Somewhat satisfied	5	63%
5	2	25%
2	1	13%
1	0	0%
4	0	0%

'Very nice, good at changing directions according to our need'

'It was really difficult to follow the facilitators as they spoke very fast and did not have any kind of visuals helping the participants in understanding what was happening and most of all what was required during the breakout sessions.'

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results

How did you find the DURATION of the training? (1= Too long/ 5= Perfect length)

8 Responses

Data	Response	%
1 Too long	3	38%
3	2	25%
4	2	25%
2	1	13%
5	0	0%

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results

Did you like the fact that the training was online?

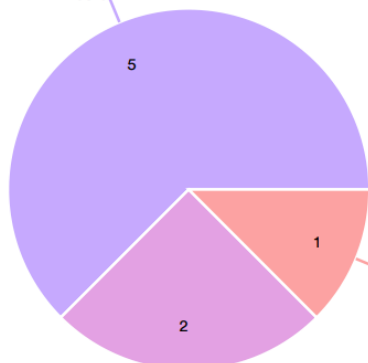
8 Responses

Yes, but I would have preferred it to be face to face

63%

5

7



Yes, I think it's the best format for this type of training
13%

No
25%

● Yes, but I would have preferred it to be face to face ● No ● Yes, I think it's the best format for this type of training

'Face to face please '

'To build a team, people have to be together and interact more naturally '

'These kind of sessions are useful only if all the participants are active and involved, it should be in person only (especially for the first time) to get everybody's feedback and avoid people going somewhere or turning off their cameras.'

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results

How would you rate the sessions overall?

8 Responses

Data	Response	%
2 A little bit satisfied	4	50%
3	2	25%
4	1	13%
5	1	13%
1	0	0%

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results

What was great about this team building training? (6 responses)	What could be improved? (And is there anything you would drop to make room for it?) (7 responses)
Good to meet others from different teams	I found it a little bit 'dry'
That we had some time to discuss transversal things and not specific project/activities of the Network	Better tailor the training to the group needs : Knowing the audience and what the individuals would like to achieve could help you better design the sessions, so we would suggest running a quick survey to understand where the participants are and what they want to achieve.
The people who showed up got to know each other better. Especially the last session was productive	Clinicians were not attending the sessions, only the Coordination Team was there. This might be explained due to the short notice of the dates, to the long duration of the sessions (too long to be online), to not having explained properly what was going to be the content of the sessions (e.g. no agenda), and also by the fact that there was not a clear session on "training" (e.g. how to communicate/collaborate better with your patient's representatives). It would have been more useful and more practical if (a lot of) training was provided for all topics (with presentations) and after that, have organised hands on practical sessions to work on the theory explained.
The possibility for everyone to speak up	We missed a lot of clinicians which made it impossible to connect with them. The ones who turned up are the ones we already have a good relationship with. I would keep the workshops, but have a more formalised introduction to them and feedback session afterwards.
The small group exercise	

Community-building

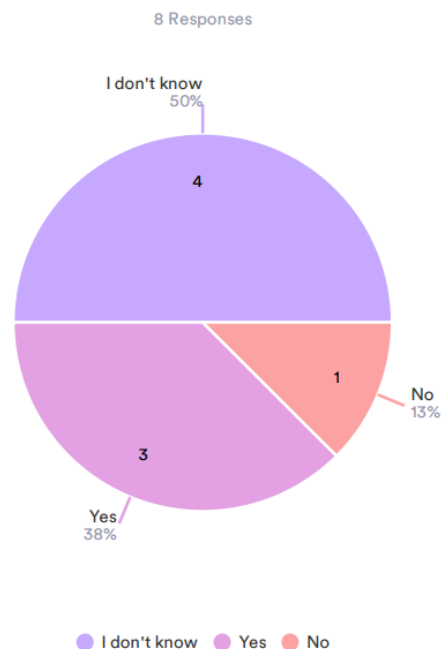
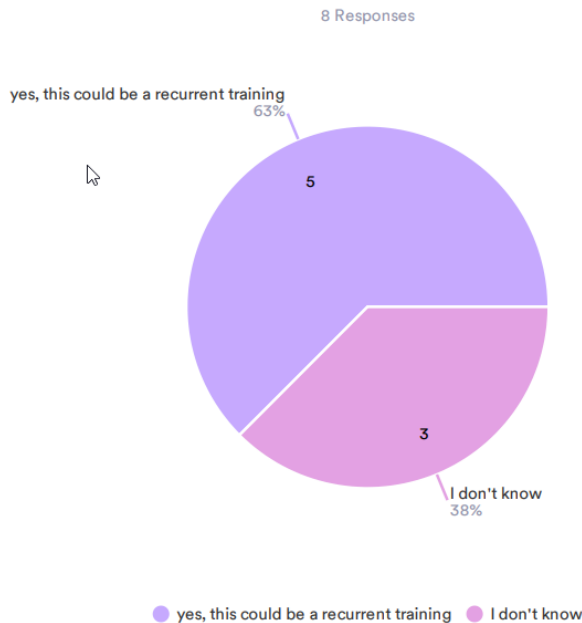
Interactivity

Increase participation: in numbers and diversity

IMPROVING PATIENT-CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results

Would you like to participate in this type of teambuilding again? Would you recommend this training to other ERNs?



'Team building is something that can make a difference, especially in Collaborative networks. Investing in Team building sessions can create/improve the collaboration and align everybody's approach on how they contribute to the Network.'

'The training could potentially be very good for future collaborations with some changes'

'Great opportunity to think about our mission, roles and communication.'

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ReCONNET

Team-building training results



Improving Patient–CLINICIAN COLLABORATION IN ERN

ReCONNET

Our take home messages

- Team building training is a valuable activity that can have a great impact on the Network in improving the **level of collaboration** within the ERN
- There are different levels in the **Governance** of the ERNs in which the Team building can be implemented – discuss it within your Network and design it based on your needs and priorities
- Involving **clinicians** in the training is key to ensure the effectiveness of the training – make sure the training format is suitable to all participants (in person vs online)
- Plan the training **in advance**
- Make sure that all participants can **take home** something useful for the training
- Consider the possibility of organising Team building sessions on a **regular basis**

ITHACA PILOT

Patient-Clinician Teambuilding



ERN ITHACA TEAM BUILDING FEEDBACK RESULTS

Dorica Dan
ERN ITHACA ePAG Chair

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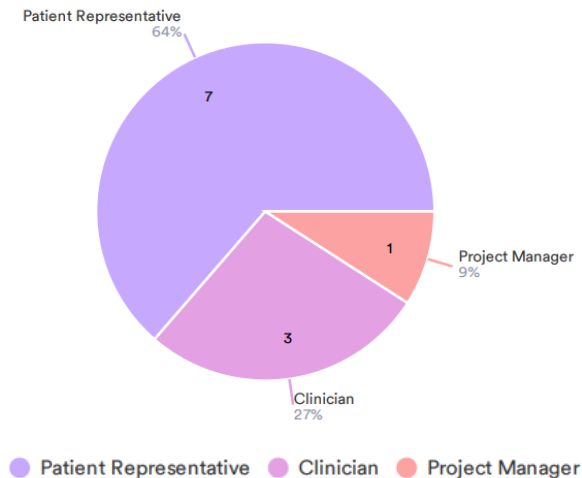


IMPROVING PATIENT-CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

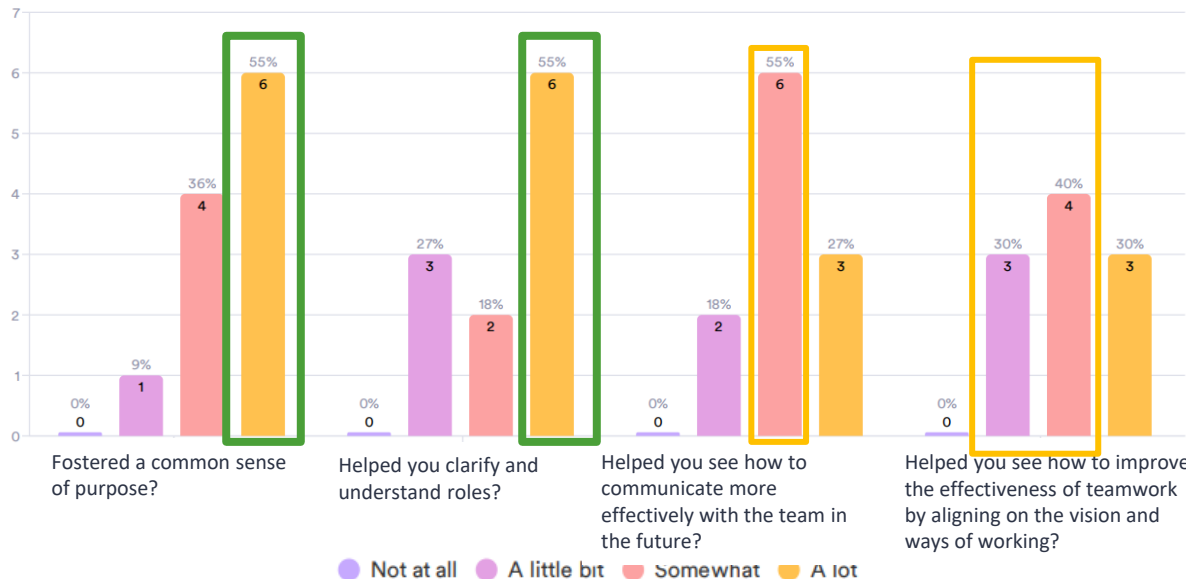
Are you a...?

11 Responses



In your opinion, has the team building:

11 Responses



IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

What did you hope to get from attending this team-building training?

11 Responses

'Understand better what teamwork means'

'Stronger cooperation'

'Better connections'

'Tips how to cooperate together more effectively'

'More connection with ITHACA community'

'Improving our mutuals goals'

'Get to know ern ITHACA ePAGs and clinicians'

'Understanding how we can collaborate'

'Connect with clinicians and researchers from ERN Ithaca'

Improve collaboration/co-creation

Community-building

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

How satisfied are you with the content of the sessions? (1= not at all satisfied/ 5= Very satisfied)

11 Responses

Data	Response	%
4 Satisfied	6	55%
5 Very satisfied	3	27%
2	1	9%
3	1	9%
1 not at all satisfied	0	0%

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

How do you rate the clarity and effectiveness of the facilitators? (1= not at all satisfied/ 5= Very satisfied)

11 Responses

Data	Response	%
5 Very satisfied	6	55%
4	4	36%
3	1	9%
1	0	0%
2	0	0%

'kindness and confident'

'Ana was very good!'

'Ana is very nice and organised person'

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

How did you find the DURATION of the training? (1= Too long/ 5= Perfect length)



11 Responses

Data	Response	%
4 Satisfied	4	36%
5 Very satisfied	4	36%
3	2	18%
1	1	9%
2	0	0%

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

Did you like the fact that the training was online?

11 Responses



● Yes, I think it's the best format for this type of training ● Yes, but I would have preferred it to been face to face ● No

'Good pilot 3 x 2h'

'F2F is great but not practical'

'It is not possible face to face in European organization, but it would be enjoyable'

'It was a very good format'

'Maybe we need some guide for moderating ZOOM small rooms to ensure everyone gives his opinion'

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

How would you rate the sessions overall?

11 Responses

Data	Response	%
4 Satisfied	6	55%
5	3	27%
3	2	18%
1	0	0%
2	0	0%

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

What was great about this team building training? (9 responses)	What could be improved? (And is there anything you would drop to make room for it?) (8 responses)
As I am a new epag, this training got me a good insight of the other epags - what are they focused on or interested in (who is more research oriented, who is working on policy, also who is devoting time to discuss what should the rare diseases been named	More efficient information how to cooperate better, more sessions regarding getting to know each other, more sessions in small groups
Positive atmosphere	More people could attend.
The connections made	number and origin of people
People	more balanced group of participants
Meeting new people and learning about other ePAGs and clinicians	Too long and too general in some parts
meeting other ePAG and clinicians	technical issues. To start on time
mutual understanding and honesty	The format, more specific guidelines and a clear roadmap about what this ERN is aimed to.
the recaps that Ana did	

Community-building

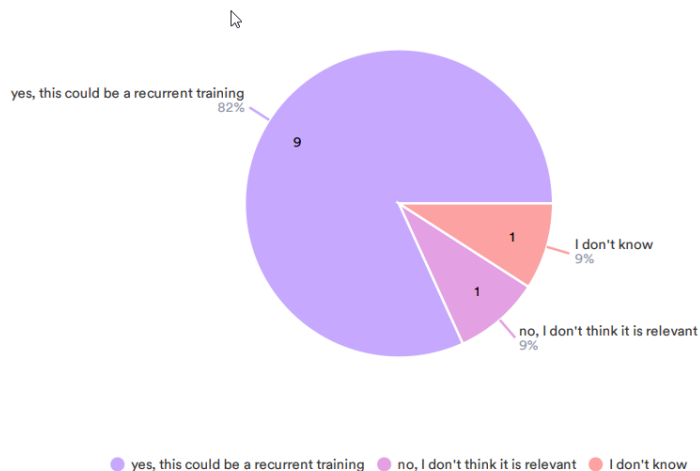
Increase participation: in numbers and diversity

IMPROVING PATIENT-CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

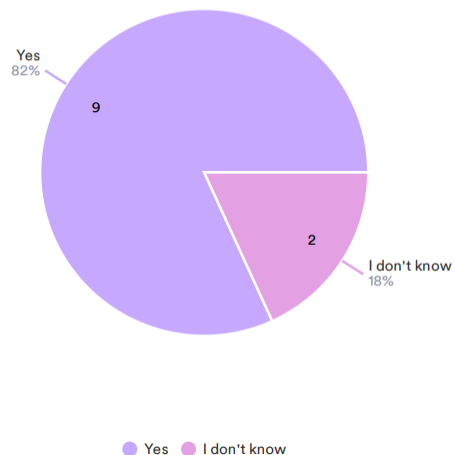
Would you like to participate in this type of teambuilding again?

11 Responses



Would you recommend this training to other ERNs?

11 Responses



'It is very useful'

'Connects people'

'It was fun and worthwhile.'

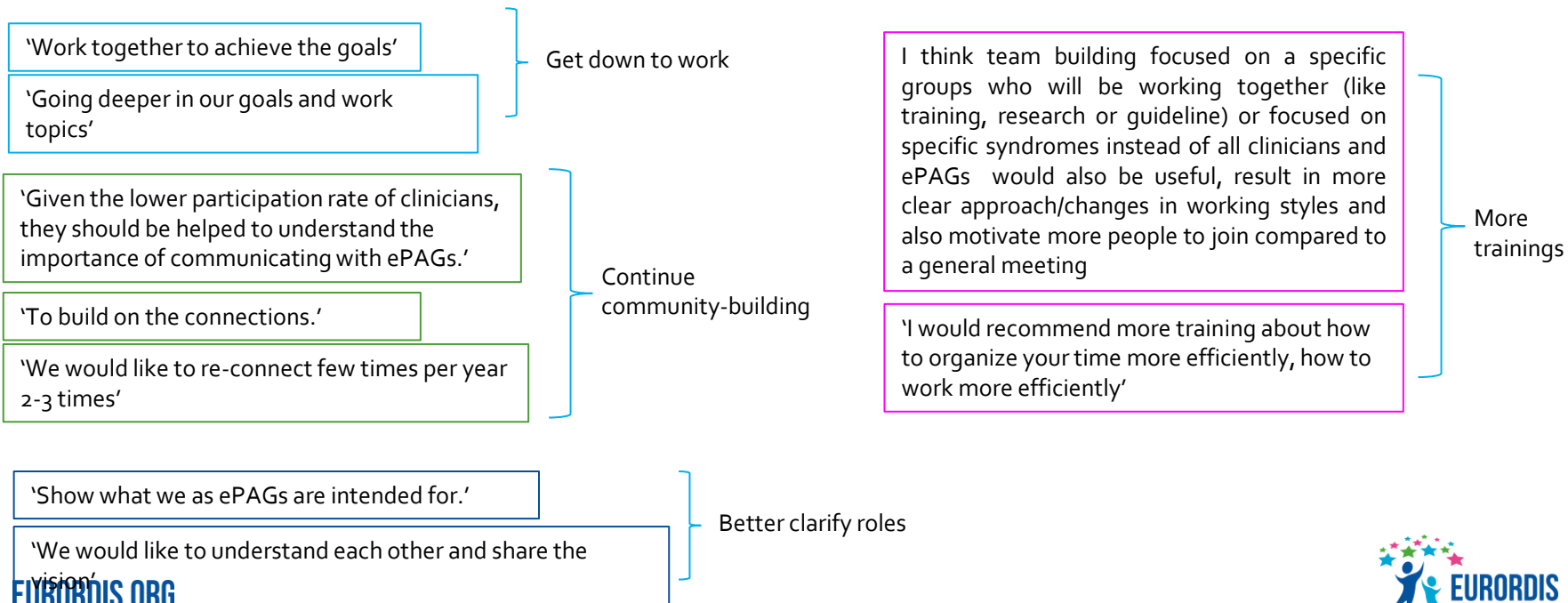
'I would say: you would understand, in a safe environment, how is to be in the clinicians' view. It is an opportunity to understand yourself and each other'

'Very difficult for clinicians to take 3x 2 hours off in the middle of the day. Difficult to get enough clinicians to participate. Announce it well in advance.'

IMPROVING PATIENT–CLINICIAN COLLABORATION IN ERN ITHACA

Team-building training results

Now that the teambuilding has ended what do you consider should be our next steps with ERN ITHACA ?



ERN LUNG PILOT

Patient-Clinician Teambuilding

Participation of ERN-LUNG in the Clinicians/Patients Teamworking Sessions 1/3

1. Invitation sent out to ~110 clinicians and ~30 patient representatives
1. Positive replies: 7 clinicians, 5 pat reps (of which only one « couple » clinician-pat rep)
1. Present on the 1st session: 3 clinicians, 2 pat reps. The first session started well, lively discussion, active participation of all those present
1. Suddenly, 2 clinicians said that they would have to stop after one hour (instead of two). The facilitator (Ana Merlino) said this was a problem, being left with only one clinician (and 2 pat reps). A long discussion started then on how to re-schedule the missing hour. This discussion ended in successful re-scheduling on the one hand, but also in some of the participants questioning the necessity of these sessions.
5. After the end of the first session, we decided to ask for a general feed-back:
 - To the clinicians who registered and either participated or not
 - To the pat reps who registered and also those who did not register

6. Many responses:

- Some do not see the goal of these sessions: lack of clear focus
- Some would have preferred practical hints on how to better work together
- Some think that online-sessions are useless, and « real » ePAG sessions should be used to add this kind of event
- Some said they are too busy, and end of year is a bad time
- Some suggest that there should be more « couples » clinician/pat reps who actually know each other
- One participant (clinician) : « For future transparency I think the very keen purpose of the meetings should be very clearly described, the topics should be cut to the bone in this context, and also there must be a possibility to combine different dates for a certain program allowing a higher adherence for participation. In the end of the day time is costly and therefore highly prioritized, not indicating that the ERN meetings are not interesting or important. »
- One participant (pat rep) : « I already took part to Ana Merino's sessions in 2019 during the Leadership School in Barcelona and I must say they her system only works well if you are predisposed to get involved with her. If you have a closed attitude you will never get results. I believe that the key point is not the length of the session or the lack of time on the part of the clinicians, but rather the attitude of the participants' closure. »

We decided to stop after the first session

Participation of ERN-LUNG in the Clinicians/Patients Teamworking Sessions 3/3

7. Different attitudes:

- Different cultures?
- Different diseases?
- Different type of patients?
- Different type of clinicians?
- This is open to discussion!



Q&A