



# Exploring the influence of Teamwork on Recruitment and Retention

Dr. Sherry Dahlke & Dr. Sarah Stahlke  
Faculty of Nursing,  
University of Alberta,  
Canada

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**Dr. Sarah Stahlke**

**Robin Coastworth-Puspoky**

**Marnie Colborne**

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# Background

**Teamwork is promoted to deliver safe, effective, patient-centered care** (Finn et al 2010; Smith-Carrier & Neysmith, 2014; WHO, 2010).

**Links between teamwork and healthcare workers' intentions to continue working** (Lartly et al., 2014; Mohr et al., 2008; Robson & Robson, 2014).

**Teamwork impacts how care is delivered** (Kurowski et al., 2012).

# Aim

**To examine the nature of teamwork and its impact on the effectiveness of care delivery and job satisfaction for healthcare workers.**

# Methods

**Focused ethnography** (Smith, 2001).

**Semi-structured interviews with 17 participants representing a variety of roles**

**Residential care – older adults with complex needs**

# Preliminary Findings

Characteristics of good teamwork

Barriers and/or facilitators of teamwork



# Characteristics of teamwork

## Respect and common goals

***“The respect and being here for the right reasons”  
(HCA).***

## Listening

***“If you are listening ... and hearing what your team members issues are, things that they are challenged with...it opens communication” (SW)***



# Barriers/Facilitators of teamwork

## Communication

***“We work well together and communicate well together” (HCA).***

***“Not everybody gets the same information...we just can't get it together...or even dietary or physio, its really hard ....you have evenings doing something different than what days are doing” (HCA).***



# Barriers/Facilitators of teamwork cont

## Commitment to the work

*“I know one girl works three facilities...some work 80 hours in one week” (LPN).*

*“We are here for the right reasons, they can see it ...its in the energy they get given off by the entire team” (Educator).*

# Barriers/Facilitators of teamwork cont...

## Familiarity

*“Two girls with one brain, because we think the same...a lot of our residents appreciate us...they find it happy” (HCA).*

*“Once my trust is destroyed, I have a difficult time to build that again” (LPN).*

# Conclusions

***“I like the people I am working with that’s why I am here” (LPN).***

***“I feel like I like coming to work, I get stuff done I go home feeling fulfilled. I feel like I am going come back the next day and I am going to find something else to work on, a new project to start and things like that” (Rehab).***

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