

- e. How is team communication formally facilitated?**

- f. How is it informally facilitated?**

- g. Does the team regard team-communication as important?**

- h. How do you know if conflict is occurring/has occurred (patient care/non-patient care)?**

- i. How is conflict resolved?**

5. Employment

- a. How do employment relations in your workplace impact on teamwork? (eg decision making power)**

b. Who at your workplace is the manager? Or managers? What sort of background does that person(s) have?

6. Clinical decision making (about patient care)

a. Who leads your team? (?discipline)

b. Does the leader ever change (If so, when and why?)

c. What is the role of the patient/family/whanau?

d. If a health care environment, is every staff member (clinical and non-clinical) able to detect patient distress?

e. Do you have a clinical governance group?

f. Which disciplines are on this group?

g. What is discussed?

h. How is it discussed?

i. How are decisions communicated?

7. Safety, quality and risk

a. Is safety, quality and risk, recorded/measured?

b. Is root cause analysis or similar technique undertaken?

c. Has the cause ever involved a lack of teamwork?

d. Is yes, what changes have been put in place?

e. How much does cost saving drive your team?

f. If a health care environment, what is the role of the patient/family/whanau with regard to quality and safety issues at your practice?

8. What are the differences between getting on well together and good teamwork?