

Building consensus: Effective decision-making for health care teams



Doctors of BC
Physician Business Services

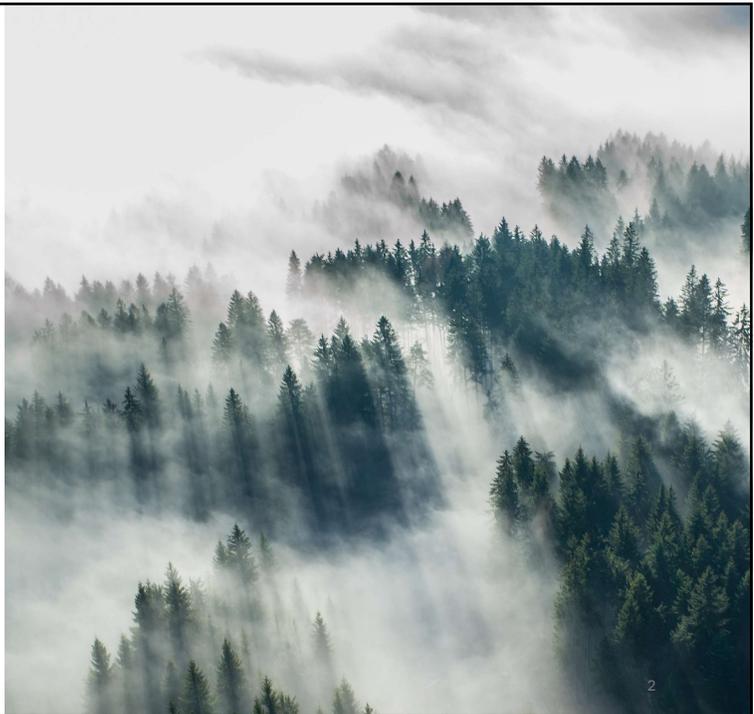
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I acknowledge the traditional and unceded territory of the ləkʷəŋən speaking Peoples, including the Kosapsum and Songhees Nations.



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Opening

- Introduction
- Polls:
 1. Your current role
 2. Your team/group's decision-making culture
 3. How do you feel about sharing your opinion with the group?



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Today

- Opening
- Story of Group Dysfunction
- Collaborative Problem-Solving:
 1. Effective meetings
 2. Outstanding disputes
 3. Building consensus
 4. Making decisions
- Q&A

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The Story: Decisions Are Needed

- Negotiations
- Call schedule, vacation coverage
- Infrastructure investments
- Staffing, human resources matters
- Leadership roles, division of labour
- Other

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The Story

- Physician association or Clinic group
- History of close friendships and mentorship
- Power/status dynamics
- Loose or lacking governance structures
- Differences: personalities, values, lived experience
- External stressors
- Internal tensions
- Not enough time
- Circular discussions
- Burnout
- STUCK

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The Story

In the chat:

What would you add
(without identifiers)?

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1. Process gap: Effective meetings

- Purpose
- Timing
- Venue
- Structure
- Meeting hygiene
- Offline communications

A photograph of five people (three women and two men) sitting around a table in a modern office setting, engaged in a meeting. A large, white, cloud-like light fixture hangs above them. The room has large windows in the background. A small number "10" is visible in the bottom right corner of the image.

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2. Resolve outstanding disputes

- Identify outstanding disputes between key individuals
- Offer external facilitation
- Goal: agreement on how to move forward



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3. Collaboration and Building Consensus

- a. What types of issues require group decision?
- b. Day-to-day issues: who, what, how?
- c. Articulate topic/issues for discussion
- d. Share perspectives:
 - Roundtable: I statements
 - Listen to understand
- e. Brainstorm options
- f. Gather additional information
- g. Assess, prioritize & refine

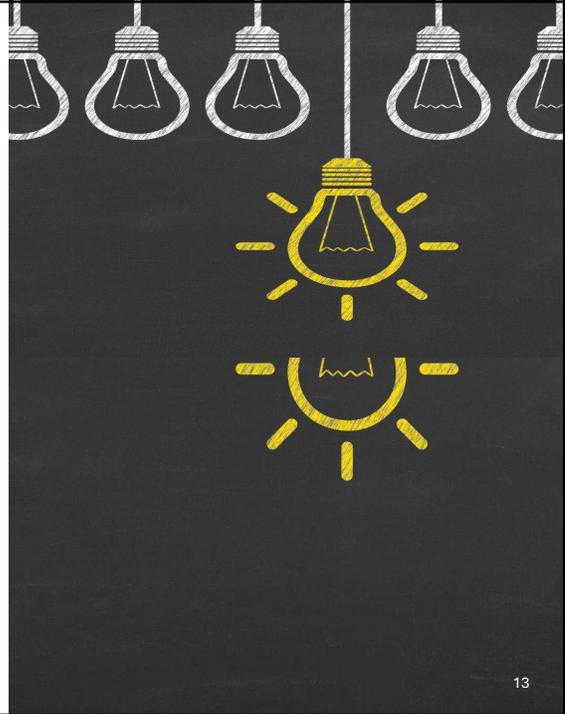


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4. Making Decisions

- Decision-making mechanism
- Dissenting views
- Document decisions
- Follow up
- Governance document



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Thoughts
Questions?

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Thank you

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