

# NURSING SHARED GOVERNANCE TEAM BOARD BASICS



## INTRODUCTION

A *Team Board* is a visual management tool intended to support local care team participation in shared governance—independent decision-making and problem solving closest to the point of care.

### An Evidence-Based Approach

Listen-Sort-Empower is part of the AMA Steps Forward tools for health care teams. Application of Lean Visual Management Tools has been shown to reduce cognitive load, promote transparency, improve workflow and care team well-being. Shared governance is a nursing practice excellence structure endorsed by the ANCC Magnet Recognition Program®.

The Team Board process was piloted by eight teams from across the UUH Department of Nursing in November 2022. This process is informed by their direct experience and suggested improvements.

### Nursing Shared Governance includes all members of the Department of Nursing.

Anyone who rolls up to your nurse manager or nurse supervisor is a “Team Council” member.



*During our pilot, some teams found including expanded members shifted focus away from nursing priorities.*

*It may be wise to start with Department of Nursing members only, and then include others as you build confidence in your process.*

**Local Team Councils determine expanded membership on a case-by-case basis.** For example, providers, administrators, and anyone else who has an essential role in improving care for patients may be invited to participate as ad hoc members (non-voting) at the discretion of local Team Council members.

### Roles & Responsibilities

All Department of Nursing Team Members	<p>Participate in designing &amp; building the Team Board: share your creative ideas!</p> <p>Post problems, ideas, needs, and suggestions (PINS) that can improve patient care, the workplace and professional practice.</p> <p>Provide input on other posts from your colleagues.</p> <p>Participate in Team Huddle.</p>
Team Council Chairs	<p>Work with teams to design &amp; build Team Boards.</p> <p>Encourage and engage staff to participate in shared decision-making by utilizing the Team Board.</p> <p>Organize and facilitate (at least weekly) Team Huddles.</p> <p>Enter PINS posted on the Team Board into the Shared Governance Web app.</p>

## GETTING STARTED

### 1. Locate a space for your Team Board

Placement depends on the structure and function of your team.

**Ensure that you have a dedicated space for shared governance.**

**If your team shares a physical space, use a physical board.** It can be a white board, bulletin board, etc.— Anything that provides a space for the shared governance work of your team.



Some pilot teams found posting in break rooms invasive, others found it increased engagement.

Ask your team how they feel before posting the board in break spaces.

“Where is the board most visible, most frequently visited, and utilized?”

Find the Right Fit	
Existing Board	Give it a makeover! Rebrand it and direct people to it.
New Board	Claim that space and create something that works for your team. Try out different locations to find the best spot.
Virtual Board	This will likely be the best choice if your team members work remotely or are scattered across different locations.

### 2. Build your Team Board

Engage the help of your team – it’s a Team Board, after all!

**As a group, design your board any way you would like.** Each Team Board will be unique to your department; Just ensure it has the following components:

1. Your team name
2. Five values your team decides on together that guide team members on behaviors expected when expressing themselves and interacting with others via the Team Board
3. A section where problems, ideas, needs and suggestions (PINS) can be posted
4. A section where PINS are categorized and prioritized
5. A section where team members can check on the progress and/or resolution of their PINS

**Virtual Team Boards** are built using [Microsoft Whiteboard](#). The requirements and process for building the board are the same as in-person boards. (See SG Team Council Pulse page for tips and resources for virtual teams).

# TEAM BOARD VALUES

## Decide What Matters Most

### As a team, select your top 5 values.

When we share problems, ideas, needs and suggestions (PINS), how do we show up?

### Clarify the values.

Use one-word statements that describe the core beliefs that guide and motivate team attitudes or actions.

Examples include respect, integrity, creativity, responsibility, kindness, curiosity, openness, supportive, honesty, caring, etc.



# BEST PRACTICES FOR BUILDING A TEAM BOARD

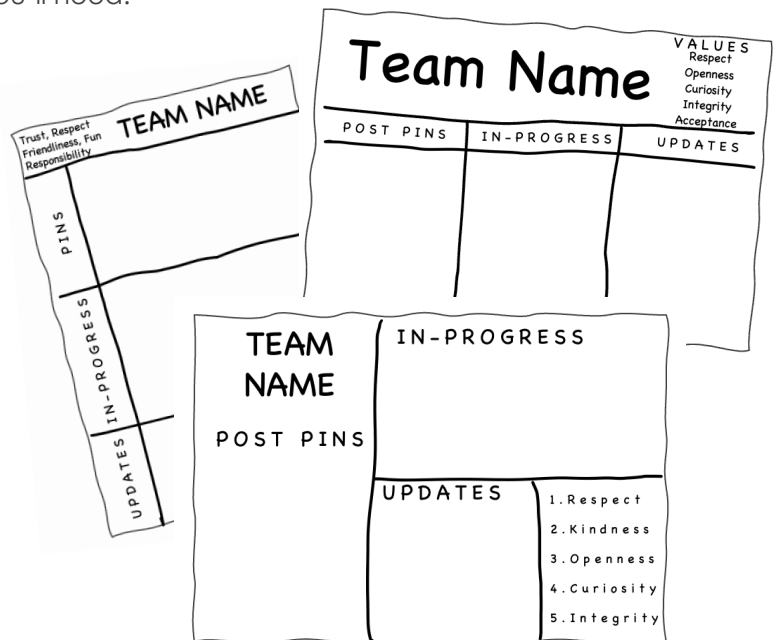
## Before investing in an expensive board:

1. Assess what space is available in your department (get out your tape measure!).
2. Test your design with large sheets of paper or poster board. Once you're ready, let your manager know what type of board you'll need.

**Inform your team of expectations and next steps.** Remind them that Team Boards are ultimately intended to improve workplace environment and empower them in their professional practice.

Once you've decided on the format, design and location of your board, ensure your team knows:

- The location
- The purpose
- The role and responsibilities of team members and team chairs
- How to use the board
- When you will start using it
- When you will hold Team Huddles



## Top 5 Team Board Pilot Lessons Learned

1. Posting problems, ideas, needs and suggestions in a shared space formalizes and visualizes team engagement.
2. A Team Board accommodates participation at the level team members are willing and able.
3. Location matters—posting in breakroom or high-traffic areas increases participation.
4. Culture of respect. Don't say unkind things. Set expectations up front.
5. Autonomy and anonymity have benefits.

## FREQUENTLY ASKED QUESTIONS

### **When do we start building our Team Board?**

As soon as you get the material and instructions, start designing and building them with your team.

If you have an existing board of some type, with similar function, you will want to see if it already has the components needed for a Nursing Shared Governance Team Board. You may need to make some adjustments to meet the required elements, but that's okay—no need to recreate the wheel.

### **When can we start using them?**

You can begin testing out your Team Board as soon as it's built, and your team has received education from the Team Council Chairs.

### **Why do we need a Team Board?**

By utilizing a Team Board, every member of the Department of Nursing has an opportunity to participate and share their voice. This is also the way that each team will connect to the other Nursing Shared Governance Councils and the support, advocacy and resources they offer. Decision-making will be better represented and occur more efficiently using this new process.

### **Why are we doing this now?**

We want our teams and patients to thrive from the opportunity for nurses to share ideas and influence how we conduct our professional practice and patient care. You deserve to share your voice and have methods to influence your own professional practice—immediately. Nursing Shared Governance is the foundation of Nursing Excellence, and in order to exercise best practice in patient care, we must gain the input and perspectives of team members who work directly with our patients.