

Team-Based Care Staff Experience Survey Study

BACKGROUND

The government of B.C. launched its 10-year Cancer Action Plan to strengthen the sustainability, interdisciplinarity, accessibility, and coordination of cancer care services at BC Cancer through the provincial implementation of a new model of Team-Based Care (TBC) in its six regional cancer centres.

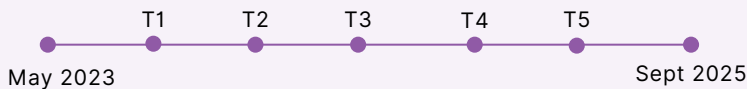
TBC implementation involves purposeful efforts towards:

- (a) establishing/expanding multidisciplinary care teams
- (b) optimizing scope of practice
- (c) increasing care team consistency

This study will evaluate the impact of the new team-based interdisciplinary model of care on staff and clinicians in across BC Cancer.

THE STUDY

A series of **five surveys over a 2-year period.**

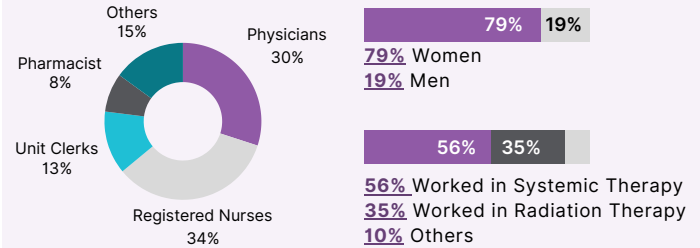


40-item survey: demographics, interdisciplinary interactions, workplace culture, teamwork, scope of practice, intention to leave and quality and safety outcomes

RESULTS - DEMOGRAPHICS T1-T4

T1: N =121 (Response rate = 40%) **T2:** N =182 (Response rate = 48%)
T3: N =148 (Response rate = 38%) **T4:** N = 147 (Response rate = 34%)

Top respondents:



TEAM EFFECTIVENESS RATINGS

Intent to Leave	77%	On average 77% of respondents unlikely or very unlikely to leave their job within the next year	Intention to remain in current role: Positive culture, collaboration, feeling respected and valued
Quality and Safety Outcomes	94%	On average 94% rated general care provisions as good or excellent	91% would recommend their workplace to friends and family as a place to receive care
Team Effectiveness, Composition, Consistency	89%	89% reported 'somewhat' or 'very effective' on team effectiveness	72% would recommend their workplace to a colleague as a place to work
Scope of Practice	On average, over the last month practiced	<ul style="list-style-type: none"> 13% Below Scope 76% Within Scope 12% Beyond Scope 	Significant predictors of team effectiveness ratings <ul style="list-style-type: none"> Higher frequency of consistently working with same team members ($p=0.021$) Lower proportion of shifts practicing below scope ($p<0.001$)
			<ul style="list-style-type: none"> Contributing factor of below/beyond scope: Insufficient human resources Staffing levels as a driver of under- and over-utilized scopes of practice

QUALITATIVE DATA

Team consistency, the development of **interpersonal relationships**, and the **physical environment** for teamwork were highlighted as factors contributing to team effectiveness. Predictors are based off of T1 results.

“The feeling of community and being a part of the team goes a long way. It feels very rewarding to work alongside the physicians and NPs to give the client the care and attention I was unable to while in a different role in the centre. It has given me a different and more positive overall perspective of cancer care in general, [TBC RN]”

KEY FINDINGS

TEAM CONSISTENCY and **ROLE OPTIMIZATION** are drivers of effective teamwork in the early implementation of a team-based model of cancer care.

Continued investment in TBC will support workforce sustainability, strengthen care coordination, and maintain high-quality cancer care delivery in BC.

We are grateful to the healthcare workers who took the time to participate in this study.

