

# WORKING TOGETHER UNIT BASED TEAMS

Welcome to a new way of working. A Unit-Based Team (UBT) is a group of frontline employees, managers, and providers who work together to improve both patient care and their own experience at work. The first five UBT's started in 2017, and over the next few years, UBT's are coming to all SHARE departments.

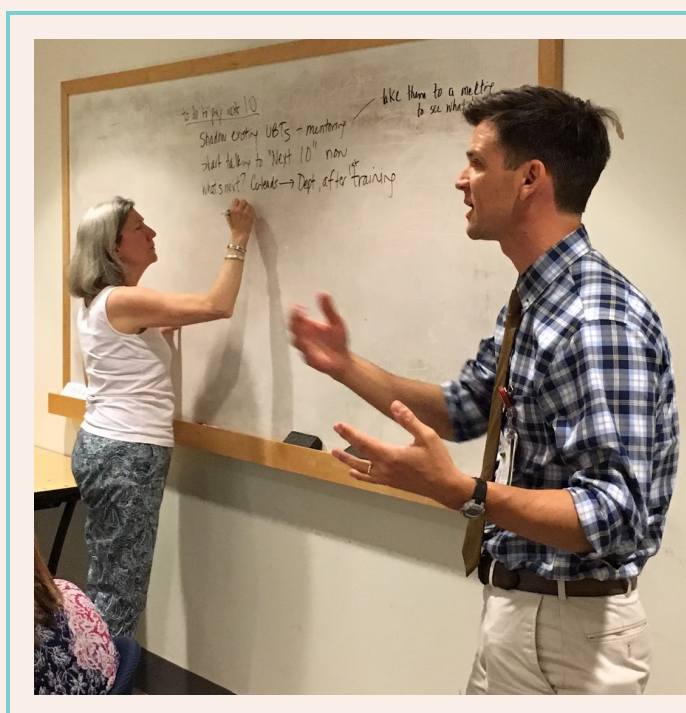


## RESPECT & HAVING A SAY

Each Unit-Based Team has a union member and manager co-lead. Together the co-leads make sure that the team's projects move forward and that front-line staff are deeply involved as respected partners.

## ACCOUNTABILITY & SUPPORT

Union and management co-sponsors help the teams to learn this new way of working together, and coaches guide the improvement projects. The Co-sponsors are accountable to the SHARE-UMass Memorial Labor Management Partnership Council (LMPC)



## MAKING WORK BETTER FOR EVERYONE

*"Our UBT is helping us take better care of our patients... and each other. And we're making it fun!"*

--Rita Caputo,  
Benedict Primary Care UBT Co-Lead



learn more: [www.theshareunion.org](http://www.theshareunion.org)

# UNIT BASED TEAMS: WHAT IS A UBT?



## What it is.

A team-based system shown by evidence to provide for the best hospital care

Clear Goals

Joint Labor-Management Leadership

Continuous Learning

Respect

Collaborative Decisions

Accountability

Sustained Improvements

## What it's not.

A quick fix

The word "team" without actual teamwork

A requirement that everyone participate

A way to point fingers and blame

A substitute for negotiations

A "flavor of the month" program

An endless debate about what to do