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2-2016

## Highlighting Trust in the Provision of Cancer Care

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Lazzara, E., Keebler, J., Day, S., DiazGranados, D., Pan, M., King, M., & Tu, S. (2016). Highlighting Trust in the Provision of Cancer Care. , (). Retrieved from <https://commons.erau.edu/publication/1021>

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# Highlighting Trust in the Provision of Cancer Care

Elizabeth Lazzara, Joseph Keebler, Soosi Day,  
Deborah DiazGranados, Minngui Pan, Mike King,  
& Shin-Ping Tu

# Our Team

Team Member	Affiliation	Area
Elizabeth Lazzara	Embry Riddle	Human Factors
Joseph Keebler	Embry Riddle	Human Factors
Soosi Day	-	Patient Advocate
Deborah DiazGranados	Virginia Commonwealth	Industrial/Organizational
Minngui Pan	Kaiser Permanente	Oncology
Mike King	Repass, Inc	Administration (CEO)
Shin-Ping Tu	Virginia Commonwealth	Internal Medicine

# Outline

- Patient Case
- Definition & Explanation of Trust
- Application of Trust to Cancer Case
- Implications for Clinical Care
- Implications for Research
- Questions for Audience

# Patient Case – Care Team

- Mr. James – patient with Gardner’s Syndrome
- Dr. Larson – Gastroenterologist
- Dr. Geist – PCP
- Dr. Franklin – Surgeon
- Dr. Auden – Resident
- Dr. Gustafson – Resident
- ICU Team



# Definition & Explanation of Trust

*“a psychological state comprising the intention to accept vulnerability based on positive expectations of the intentions or behavior of another”*



# Applications

- Traditional Trust Development – Dr. Larson
- Swift Trust – Drs. Franklin, Gustafson, and Auden
- Organizational Context – CCU & Medical Telemetry
- Trust Violations – Dr. Franklin/Mr. James & ICU team/family



# Implications for Clinical Care

- Trust Development
  - Swift Trust
  - Traditional Trust
- Organizational Context
- Trust Repair
  - Interpersonal
  - Organizational



# Implications for Research

- How does trust evolve at the interpersonal, team, and multiteam system level?
- How does technology (EHR) impact trust?
- How does context influence trust development?
- How do we best repair with patients and colleagues?



# QUESTIONS for audience

- What trust violations have you experienced?  
Committed?
- How have you repaired trust?  
How have others repaired your trust?
- How can trust repair be trained?

