

Supplementary material A – INTERVENTION CONTENT

Tools used by trainer included: PPT presentations, examples through case-studies, problem-based learning, brief learning videos, concept mapping, and teambuilding games

Patient care plans

1. Information-sharing on weekly/ regular meetings with BHU team to discuss patient progress, disease tracking, and overall better service plan
2. Information-sharing on collaboration and teamwork with BHU team for record-keeping for patient health status
3. Information-sharing on intra-agency referrals and teamwork
4. Information-sharing on for integrated care plans for patient safety
5. Information-sharing on sharing workload & role-burden with team for optimal patient management

Workflow collaboration

1. Information-sharing on pursuing communication with team about workflow
2. Information-sharing on discussing and understand the challenges faced by coworkers and how to improve teamwork and troubleshoot communication barriers
3. Information-sharing on recognizing our own individual limitations in communication with team members and developing solutions for improved interaction
4. Information-sharing on how taking turns talking and listening improves communication
5. Information-sharing on how each team member has to become a leader in effective communication
6. Information-sharing on treating coworkers as partners and facilitators, treating them with respect, and recognizing environmental limitations
7. Information-sharing on recognizing that our problems (personal/ professional) may be common

Conflict management

1. Information-sharing on managing conflict with BHU colleagues
2. Information-sharing on how to get BHU colleagues together (call a meeting) to discuss patients or BHU related issues when needed
3. Information-sharing on finding solutions in case of conflict that meet everyone's needs
4. Information-sharing on negotiating and adopting a "give-and-take" approach to problem situations
5. Information-sharing on gathering as much information to keep the lines of communication open and not responding with anger or abruptly without full information
6. Information-sharing on seeing conflicts from both sides, and identifying: (i) what is needed by each person, and (ii) What are the issues involved (background, future potential issues)