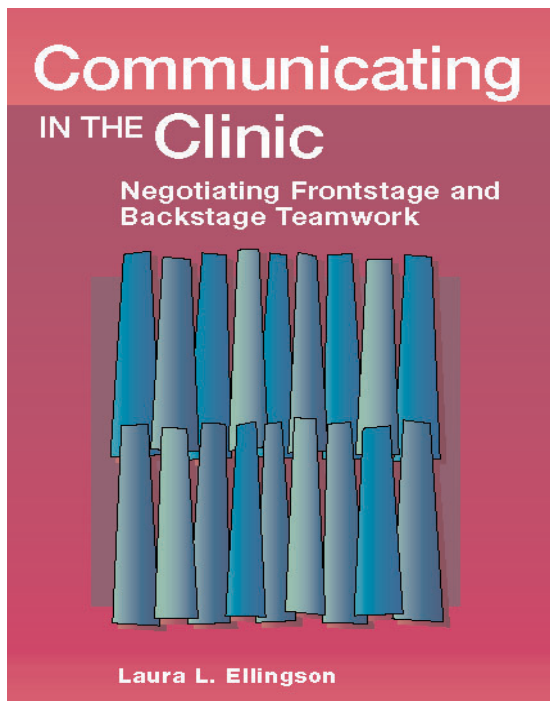


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**Communicating in the Clinic**  
**Negotiating Frontstage and Backstage Teamwork**

Laura L. Ellingson, Santa Clara University.

*Health care teams are critical to the practice of contemporary medicine, but how do teams actually function on a daily basis?*

This book addresses this question through an innovative ethnography of communication on an interdisciplinary geriatric team. The author spent more than two years observing in an oncology clinic, documenting the myriad ways in which health care professionals communicate with each other as they provide comprehensive assessment and care for patients. In a significant departure from traditional team research, she contends that teamwork is woven throughout the everyday communication in the clinic, not reserved for formal team meetings. To illustrate the complexity of teamwork, backstage communication processes among team members are richly described, their effects on frontstage communication with patients delineated, and a model of embedded teamwork developed. Moreover, the study critically examines the U. S. medical establishment's current hierarchy and ideology as a context for negotiating teamwork.

In this unique book, findings are illuminated via multiple forms of representation—a systematic qualitative analysis, an engaging ethnographic narrative, and a moving reflection on the research process from the author's

perspective as both a cancer survivor and a scholar—enabling readers to explore the relationships among epistemology, methodology, and writing practices in health care research.

Health care providers and administrators who work with teams will find pragmatic suggestions for recognizing and rewarding teamwork practices. Health communication scholars will appreciate the careful consideration of interpersonal, organizational, and cultural elements that shape communication within health care teams. For instructors, the book is a powerful teaching tool, bringing the realities of health care to life for students of teamwork, geriatrics, health communication, and qualitative research methods

**Abridged Contents:** Setting the Backstage: An Introduction. A Day in the Life of the IOPOA Clinic. Grounded Theory Analysis of Backstage Communication. Making Sense Through My Senses: An Embodied Autoethnography. Communicating Power. Conclusions and Implications. Appendixes. References. Author Index. Subject Index.

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