Core Competencies for Interprofessional Collaborative Practice

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Learning Objectives

Interprofessional Communication Practices

- Evaluate how verbal and electronic communication can facilitate or hinder collaboration and team function.

- Model effective interprofessional team communication.

- Analyze interactions within the interprofessional team contributing to safe, respectful and effective person-centered care.

- Distinguish effective verbal and/or non-verbal communication strategies/techniques from ineffective communication strategies.

- Provide team member with helpful feedback.

- Utilize effective communication tools to enhance team functionality.

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Learning Objectives

Interprofessional Teamwork & Team-Based Practices

- Develop skills to function as effective interprofessional team members.

- Explore barriers to effective interprofessional teamwork.

- Role-play a scenario where the team addresses an unmet need of a participant.

- Identify qualities of an effective team member and characteristics of collaborative teamwork.

- Indicate effective strategies to use in conflict resolution.

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Historical Perspective[19]

- Evolution of medicine and rise of technology = acute care based, technology driven, super specialized health care system

- This system is <u>fragmented</u>, <u>competitive</u>, focused on the <u>needs of the system and providers</u> rather than patients and families

- Increase in aging population, the insured, and persons living with chronic illness
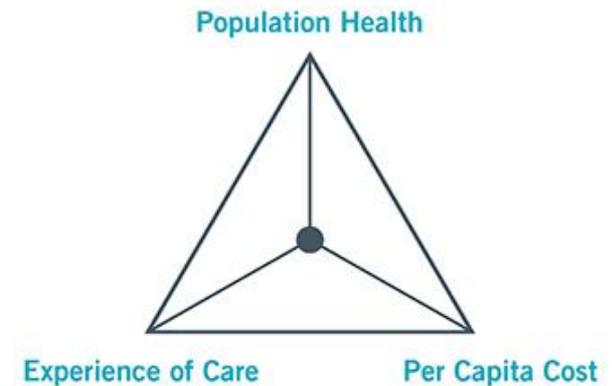
- **Institute of Medicine (IOM)**

The IHI Triple Aim

Population Health

Experience of Care   Per Capita Cost

- **IHI Triple Aim**
  - Improve person's experience of care (including satisfaction and quality)
  - Improve the health of populations
  - Reduce costs of health care

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Interprofessionality[6]

- The process by which professionals reflect on and develop ways of practicing that provides an integrated and cohesive answer to the needs of the client/family/population… [I]t involves continuous interaction and knowledge sharing between professionals, organized to solve or explore a variety of education and care issues all while seeking to optimize the patient's participation…Interprofessionality requires a paradigm shift, since interprofessional practice has unique characteristics in terms of values, codes of conduct, and ways of working.

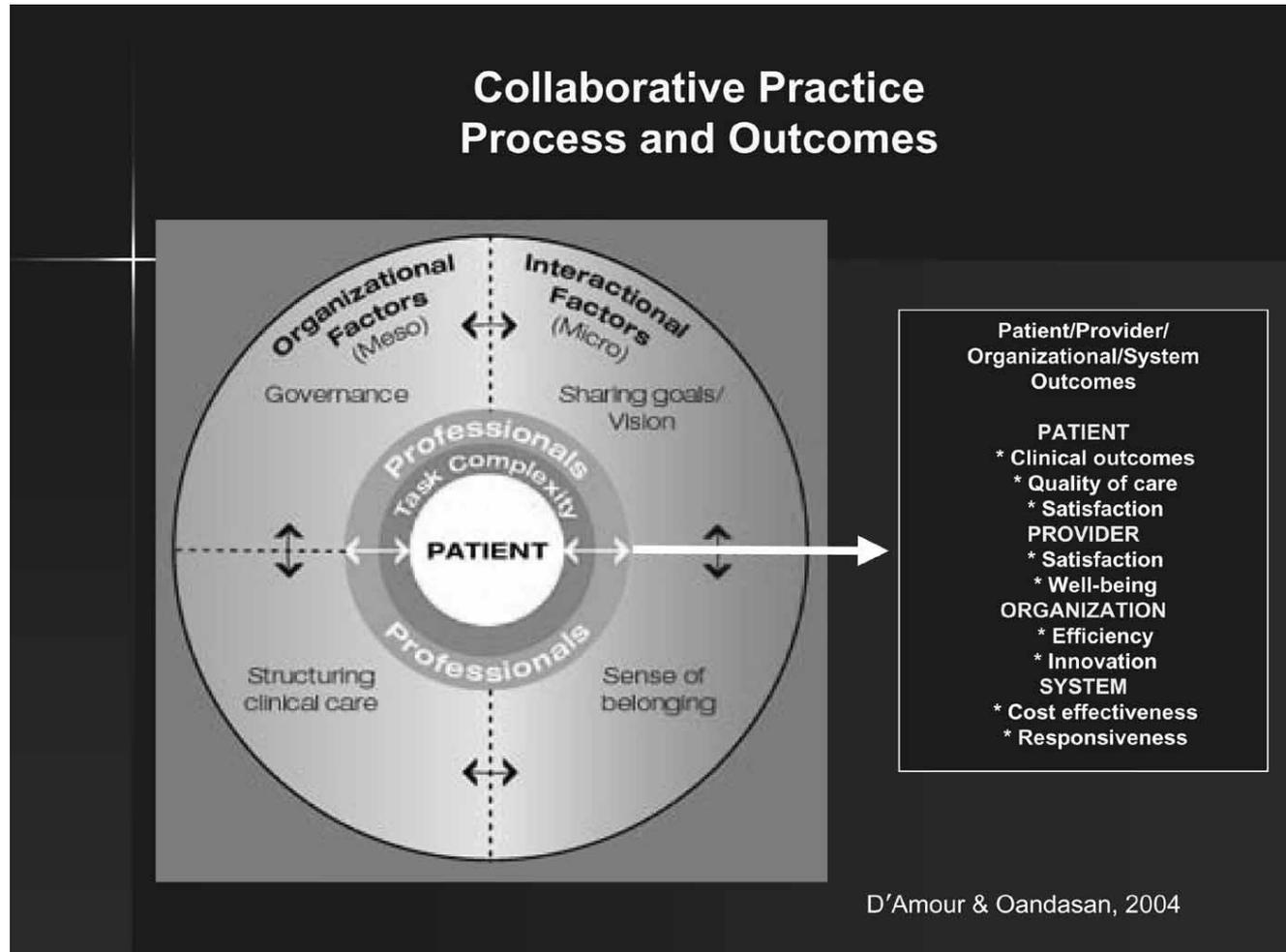# Interdisciplinarity vs. Interprofessionality[6]

- Response to fragmented knowledge of disciplines
- New disciplines emerged based on this fragmentation
- Focused on rectifying gaps in knowledge

- Response to fragmented health care practices
- More cohesive
- More collaborative
- Less fragmented
- Integrated approach to practice
- Does not result in the development of new professions

Interprofessional Collaborative Practice [2,7,13]

- When multiple health workers from different professional backgrounds work together with individuals, families, carers, and communities to deliver the highest quality of care. It allows health workers to engage any individual whose skills can help achieve local health goals.

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Interprofessional Collaborative Practice Process[6]

Collaborative Practice Process and Outcomes
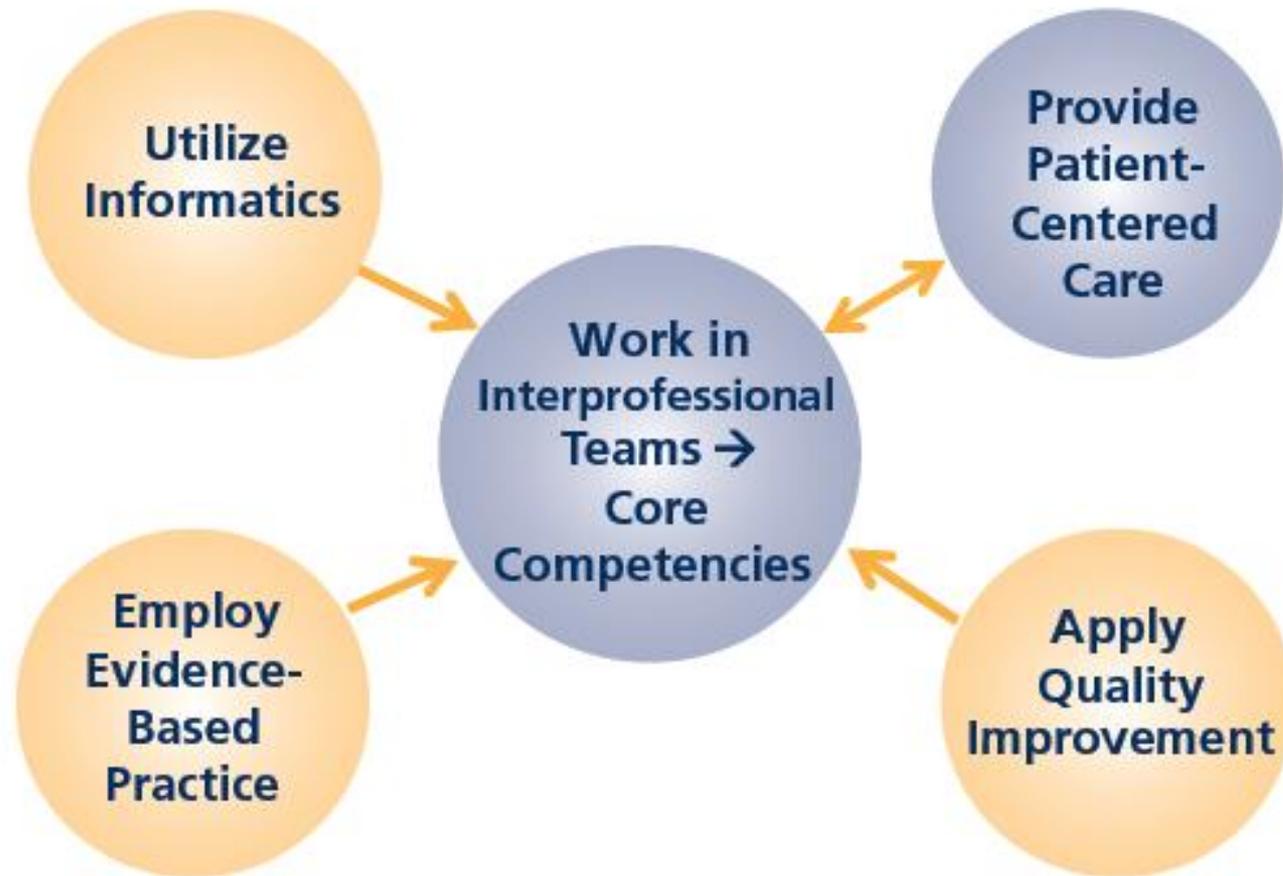
D'Amour & Oandasan, 2004

Significance of Interprofessional Collaborative Practice[11]

- Improve quality and safety

- Ensure person-centered care

- Develop efficient and effective delivery methods of care

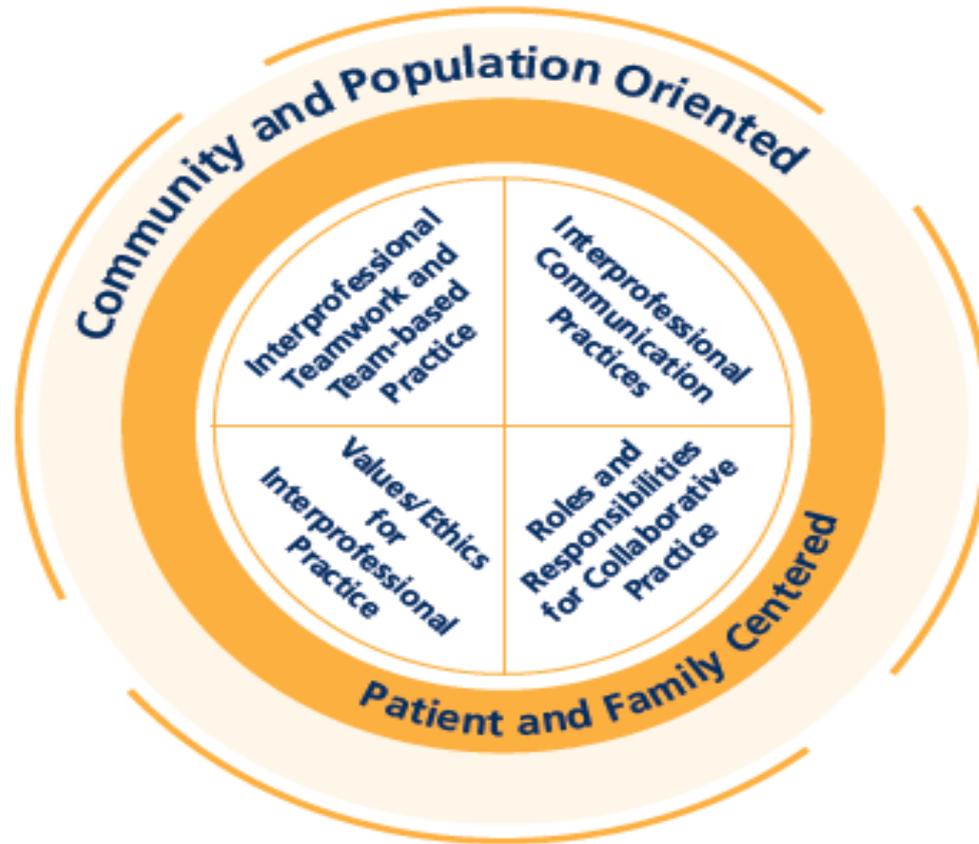- Reduce costs to the health care system

The Learning Continuum pre-licensure through practice trajectory

- Improving communication among different professionals is a high priority.

- Effectively communicating with other members of the care team <u>improves collaboration</u> and <u>contributes to delivery of safe and quality care</u>.

- *Reminder: An interprofessional team includes the participant and/or family member(s).*

- Barriers to effective interprofessional communication include professional jargon, mastery of numerous communication technologies (i.e., electronic record system), readiness to work together (i.e., availability, openness, engaged, professional hierarchies), literacy (i.e., reading and health literacy), diverse professional backgrounds, and different philosophies.

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Common Barriers to Ineffective Interprofessional Communication[20]

- Personality differences

- Gender

- Culture and ethnicity

- Generational differences

- Hierarchy of medical practice

- Differences in requirements, regulations, and norms of professional education

- Fear of stature erosion

- Historical interprofessional rivalries

- Complexity of care; differences in accountability, payment, and rewards

General competency: Communicate with patients, families, communities, and other health professionals in a responsive and responsible manner that supports a team approach to the maintenance of health and the treatment of disease.

- Choose effective communication tools and techniques (i.e., CRM).
- Organize and communicate information to participants (i.e., folder).
- Express one's knowledge and opinions to team members with confidence, clarity, and respect.
- Listen actively and encourage all team members to share ideas and opinions.
- Use respectful language.
- Open to sharing information.
- Encourage joint decision making.
- Communicate consistently the importance of teamwork in person-centered care.

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Strategies to Foster Effective Communication[14, 20]

- Maintain eye contact.

- Maintain an open stance.

- Be cognizant of your volume, tone, pitch, emphasis, and accent of voice.

- Be cognizant of your physical space.

- Use a common language.

Reflection:

o What barriers have you experienced when communicating with team members?

o What happens when a team member does not engage in effective communication?

o What strategies have you used to improve communication within an interprofessional team?

o How do you communicate a participant's progress in the community to the rest of the team?

Competency #4: Teams and Teamwork[13, 18]

- Being a part of a team requires learning how to be a good team player.

- Maintain a "pooling of resources" mentality.

- Teamwork behaviors include:
  - Cooperating in person-centered delivery of care.
  - Coordinating a participant's care with other professionals to avoid gaps, redundancies, and errors.
  - Collaborate with other members through shared problem solving and shared decision making.
  - Requiring a level of interdependence and relinquishing some professional autonomy.
  - Knowledgeable of other members' roles and responsibilities.

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Competency #4: Teams and Teamwork

Reflection: Provide an example of when you were part of an <u>effective</u> team. What qualities and/or components made this a positive experience?

Reflection: Provide an example of when you were part of an <u>ineffective</u> team. What events transpired as a result of this ineffective team (i.e., miscommunication of discharge date)?

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Essential Skills for Teamwork[8,16]

- Cooperation
- Assertiveness
- Responsibility
- Communication
- Autonomy
- Coordination

Competency #4: Teams and Teamwork[8]

Reflection: What barriers to effective teamwork have you experienced or observed?

Professional cultures: Barrier to interprofessional teamwork

- Culture
- Education-Socialization
- Specialization
- Class and Gender Attributes

Competency #4: Teams and Teamwork[8, 13]

- Sources of conflict develop due to:
  - Diversity of expertise areas
  - Professional abilities
  - Miscommunication of ideas or opinions
  - Power differences/dynamics
  - Role blurring
  - Lack of resources

Reflection: How have you previously handled conflict within a team?

Competency #4: Teams and Teamwork[13]

General competency: Apply relationship-building values and the principles of team dynamics to perform effectively in different team roles to plan and deliver person-centered care that is safe, timely, efficient, effective, and equitable.

- Engage other professionals, appropriate to the specific care situation, in shared person-centered problem solving.
- Integrate the knowledge and experience of other professionals to inform care decisions.
- Constructively manage disagreements about values, roles, goals, and actions that arise within the team.
- Share accountability with other professionals and the participant for outcomes related to care.
- Reflect on team, including participant, performance.

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Strategies to Enhance Teamwork[17]

- Team building exercises
- Team checklists
- Team meetings (i.e., pre-and post-staffings)
- Development of collaborative care plans
- Involvement of a care manager
- Quality improvement

Interprofessional Teamwork Video[1]

- Teamwork Video: http://www.ahrq.gov/

- Keep in the mind this video is being used for the purposes of discussing <u>interprofessional communication</u> and <u>teamwork</u>.

- **Instructions:** As you view this video, make a note of your thoughts and observations.
  - What problems do you see occurring?
  - Where do you see breakdowns in the process of providing quality patient care?
  - How could the breakdowns have been avoided?

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Conclusion

- Interprofessional collaborative practice offers the richest arena to discover new solutions to new problems.

- Interprofessional practice promotes greater participant satisfaction, improved efficiency, improved delivery of care, and enhanced job satisfaction among professionals.

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