Creating a Culture of Collaboration and Interprofessional Teaming
Deborah Young, PharmD, BCPS
Assistant Professor
Kathy Dontje, PhD, NP

Education to Promote Interprofessional Collaborative Care
• HRSA funded three year grant (July 2014-June 2017)
• College of Nursing, College of Osteopathic Medicine at MSU and College of Pharmacy at Ferris State University
• Goals were to:
  • Develop on-line interactive modules for the core competencies
  • Develop simulation experiences for primary care team skills
  • Provide a clinical experiences that includes all three professions working with patients in the primary care setting to provide interprofessional team care.
  • Provide faculty development for facilitation of IPE activities

Objectives
• Describe the foundations of Interprofessional Education
• Discuss the four core competencies of interprofessional education and collaboration
• Discuss the challenges related to facilitating team building with health professions students to provide population centered care.

What does Interprofessional Education (IPE) Mean?
• When students from two or more professions learn about, from and with each other to enable effective collaboration and improve health outcomes
  WHO, 2010
• Interprofessional Collaborative Practice
  When multiple health workers from different professional backgrounds work together with patients, families, carers [sic], and communities to deliver the highest quality of care
  WHO, 2010

Current Practice: Uniprofessional Care
Patient/Client
Asynchronous
Care Plan
Minimal
Communication
Health Care Assessment
Individual Professionals

Goal: Interprofessional Care
Patient/Client
Integrated Care Plan
Shared care plan
Individual Professionals

Patient Complexity
Why Now?
U.S. Drivers

- Institute of Healthcare Improvement (IHI)
- Patient Centered Medical Home
- Affordable Care Act (2010)
- Future of Nursing – Institute of Medicine 2010
- Quadruple Aim

Interprofessional Education
Let's get it done

Collaborative practice can decrease:

- Patient complications
- Length of hospital stay
- Tension and conflict between caregivers
- Staff turnover
- Hospital admissions
- Medical error rates
- Mortality rates

WHO, 2010

United States IPE Competency Domains

- Roles and Responsibilities
- Interprofessional Communication
- Values and ethics for IP Practice
- Teams and Teamwork

American Interprofessional Education Collaborative Expert Panel, 2011

Interprofessional Teams
Common Barriers

- Leaders in Health Care Delivery
- Reimbursement System Values
- Lack of Knowledge about Health Care Practitioners
- Limited Research on Team “Best Practices”
- Lack of IPE Training

Think about 2 key roles that you perform in the clinical setting that you want others to be aware of.
Importance of Role Understanding

View Handout:
Basic Education of Selected Healthcare Professionals

- Give examples of nonverbal communications.
- Are nonverbal messages consistent with verbal messages?
- Are nonverbal messages clear?
- What are barriers to communication?
- What are the challenges to clear communication?
- How does trust play into communication?
- How can we focus our communication to meet the patients' needs and wishes?

Communication Across Generations

<table>
<thead>
<tr>
<th>Generation</th>
<th>Communication Media</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditionalist (1922-1943)</td>
<td>Rotary phone, one-on-one, write a memo</td>
</tr>
<tr>
<td>Baby Boomers (1946-1964)</td>
<td>Touch tone phones, call me anytime</td>
</tr>
<tr>
<td>Generation X (1964-1981)</td>
<td>Cell phones, call me at work</td>
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</tbody>
</table>

Communication Do's and Don’ts

<table>
<thead>
<tr>
<th>Traditionalist</th>
<th>Baby Boomers</th>
<th>Gen X</th>
<th>Millennials</th>
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</thead>
<tbody>
<tr>
<td>Do’s</td>
<td>Written, typed</td>
<td>Face-to-face</td>
<td>Brief Informal</td>
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<tr>
<td></td>
<td>Face-to-face</td>
<td>Direct and</td>
<td>Facts/detail</td>
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<tr>
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<td>formal</td>
<td>formal</td>
<td>Cell, email,</td>
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<td>text</td>
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<td></td>
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</tr>
<tr>
<td>Don’ts</td>
<td>Slang,</td>
<td>Shows of</td>
<td>Schmoozin</td>
</tr>
<tr>
<td></td>
<td>profanity</td>
<td>power</td>
<td>g Waste of</td>
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<td></td>
<td>Emotional</td>
<td>Not</td>
<td>time</td>
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<td></td>
<td>language</td>
<td>showing</td>
<td>Complex</td>
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<tr>
<td></td>
<td>Disorganized</td>
<td>interest</td>
<td>policies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Unfriendly</td>
<td>Meeting</td>
</tr>
</tbody>
</table>
• How do you communicate patient information to other team members?

• List times in the patient journey where interprofessional communication needs to occur.

• Think about a time when communication was lacking.
  – What could have been done to improve the interaction?
• Think about a time when communication was appropriate and timely.
  – What was the outcome?
  – What allowed the interaction to occur?

Reflect on our own ways of thinking

• What assumptions am I making?
• Where did I learn these values?
• What values orient me?
• How might someone whose role is different than mine look at this?
• Why do I feel threatened when I am challenged on this issue?

McKee, 2003

Can Attitudes Change?

Only if conditions are met!
(Contact Hypothesis; Hewstone and Brown, 1986)
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American Interprofessional Education Collaborative Expert Panel, 2011

Optimum Team Size

- There is an optimum team size (5 – 8)
- Consider “core” team plus others on as needed basis
- Find ways to get key input without being at the table all the time

Health Professionals may work in defined TEAMS... but that does not necessarily mean they are engaging in TEAMWORK!

Think about a time you were on a truly effective team (i.e. strong patient and staff satisfaction scores)
- What were the elements that made this IPE team so effective?

What Is a Team?

- A group of two or more people working together to achieve a common goal
- Members are interdependent, interact and influence each other
- A Team is not a committee or a task group

Effective Team Characteristics

- Clear goals/purpose
- Focus on outcomes not the individuals
- Effective communication
- Work together to achieve results
- Shared leadership
- Everyone contributes
- Mutual trust, respect and support
- Clear Roles and responsibilities
- Organizational structure including regular meetings
- Method of measuring progress
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Invitation to Attend

• Interprofessional Precepting Across the Professions
• Workshop: May 24, 2017 from 8 AM – 4:30 pm
• Location: Michigan State University
• Contact: Traci Prewitt
  517-355-8252
  Traci.Prewitt@hc.msu.edu

References