Creating a Culture of Collaboration and Interprofessional Teaming
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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, caregivers, and communities to deliver the highest quality of care
  
  *WHO, 2010*

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**Current Practice: Uniprofessional Care**

- Health Care Assessment
- Minimal Communication
- Asynchronous Care Plan
- Individual Professionals

**Goal: Interprofessional Care**

- Health Care Assessment
- Integrated Care Plan
- Shared care plan
- Individual Professionals

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Why Now? U.S. Drivers

- Institute of Healthcare Improvement (IHI)
- Patient Centered Medical Home
- Future of Nursing – Institute of Medicine 2010
- Affordable Care Act (2010)
- Reimbursement to quality based system-Medicare Access and CHIP reauthorization Act of 2015 (MACRA)
- Quadruple Aim – added component for provider and staff

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

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
Interprofessional Education
Let’s get it done

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

Question
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

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American Interprofessional Education Collaborative Expert Panel, 2011
• 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?

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### Communication Across Generations

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

<table>
<thead>
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<th>Do’s</th>
<th>Traditionalist</th>
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<th>Gen X</th>
<th>Millennials</th>
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<td>Very</td>
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<td>Face-to-face</td>
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<td>Direct and</td>
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<td>Facts/detail</td>
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<td>formal</td>
<td>Honest and</td>
<td>Cell, email,</td>
<td>and FAST</td>
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<td>open</td>
<td>text</td>
<td>Cell, email,</td>
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<td>Shows of</td>
<td>Schmoozin</td>
<td>Sarcasm</td>
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<td></td>
<td>profanity</td>
<td>power</td>
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<td>Not showing</td>
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<td>Cynicism</td>
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<td>Disorganized</td>
<td>Unfriendly</td>
<td>policies</td>
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<td>Mootness</td>
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</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?

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American Interprofessional Education Collaborative Expert Panel, 2011
Interprofessional Collaboration
Values and Ethics
• Respect team ethics
• Develop a set of principles for working together that respects the ethical values of members
• Learners/practitioners seek out, integrate and value, as a partner, the input, and the engagement of the patient/client/family/community in designing and implementing care/services

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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Teams

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

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
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

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?

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