



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

collaborate



Better health for all



COMPETENCY 5:

Interprofessional Communication

What is it interprofessional communication?

Interprofessional communication occurs when health providers/students communicate with each other, with people and their families, and with the community in an open, collaborative and responsible manner. This type of communication builds trust amongst people, their families and team members.

An environment of mutual respect is essential for interprofessional communication. Respect helps facilitate a positive environment in which to set shared goals, create collaborative plans, make decisions and share responsibilities.

How does it work?

Respectful interprofessional communication hinges on transparent, honest interactions. This communication helps demonstrate and build trust.

Each member of the healthcare team facilitates good interprofessional communication by:

- actively listening and paying attention to non-verbal communication
- coming to a common understanding regarding care decisions
- effectively using information and communication technology
- considering whether negotiation, consultation, interaction, discussion or debate is best



INTERPROFESSIONAL COMMUNICATION IN ACTION

A client of a Community ACCESS Centre is living independently in the community with Type 2 diabetes, depression and chronic pain. Over the past year she has been working with her nurse practitioner (NP), her daughter and other providers at the ACCESS Centre to develop strategies to improve her health.

She appreciates how the ACCESS Centre team works together. They welcome her daughter to appointments and share information while keeping her goals for health at the forefront.

Since attending the ACCESS Centre she has primarily worked with her NP but she has seen the dietitian, diabetes nurse, a counsellor, the lab tech and one of the physicians. Her NP also consulted a pain specialist as well as a physiotherapist for acupuncture and created a home exercise plan to reduce her pain and increase her mobility. Her NP helped to arrange for the seniors resource team (a registered nurse and occupational therapist) to come into her home to do a falls risk assessment.

As a result of the ACCESS Centre's team members' involvement and interprofessional communication, the client now feels safer in her home, has started volunteering at a local seniors' centre as she has more energy and she has better control over her diabetes. Working with her NP and her team at the ACCESS Centre has empowered her to feel more in control of her health and her future.

Outcome

Interprofessional communication builds trust and understanding, which leads to better person-centred health outcomes.

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Person-Centred
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