



# collaborate

 Better health for all



## Why collaborate?

Evidence and research shows the impact of Collaborative Care is far-reaching and the benefits are numerous. Why is it important for each individual to contribute to building a culture of Collaborative Care?

### COLLABORATIVE CARE TOP TEN LIST

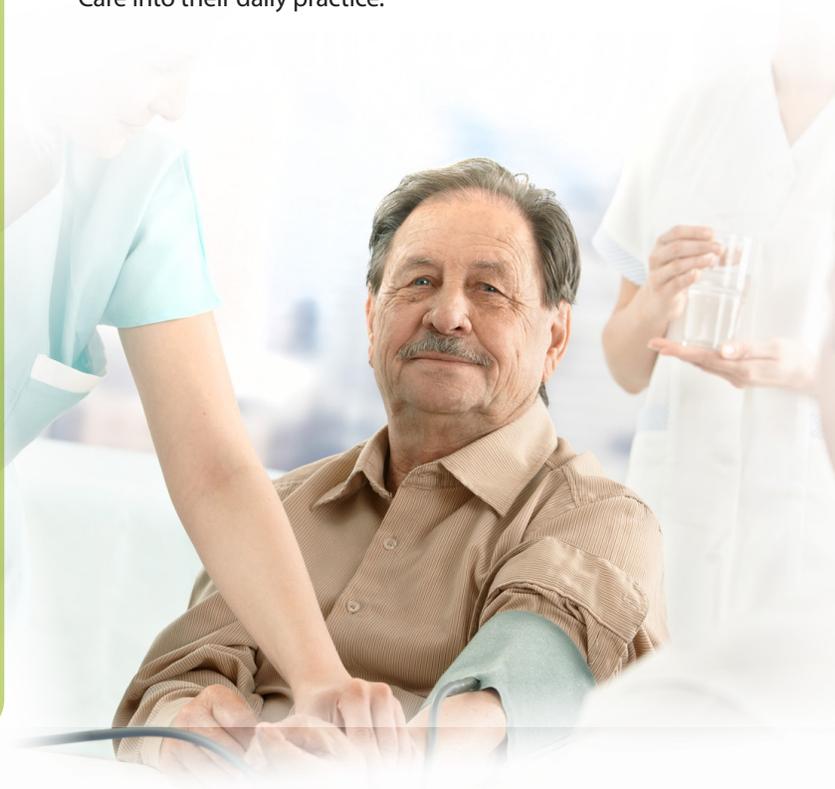
- 1 Creates better health outcomes for patients/clients/residents by reducing the length of a person's hospital stay, patient complications, clinical error rates and mortality rates
- 2 Emphasizes the important role the patient/resident/client plays in their health and health care
- 3 Enhances patient/client/resident and family satisfaction with care
- 4 Improves patient/client/resident care and safety
- 5 Builds a resourceful workforce that is better equipped to respond to local health needs, including emergent situations and preventing and managing chronic diseases
- 6 Maximizes a health professional's skills and expertise
- 7 Increases health in health providers through the creation of better working relationships and environments
- 8 Enhances job satisfaction for health providers
- 9 Helps teams deliver more efficient and cost-effective health services
- 10 Puts the Region in step with the future direction of health care, thus allowing us to recruit and retain the very best staff

If these concepts intrigue you, read more about what the World Health Organization has to say on the issue in Framework for action on interprofessional education and collaborative practice: [www.who.int/hrh/resources/framework\\_action/en/](http://www.who.int/hrh/resources/framework_action/en/)

## What exactly is Collaborative Care?

Collaborative Care is when several health providers work together with patients/residents/clients, their families, caregivers and communities to provide high quality care. It involves engaging any health provider whose expertise can help improve the patient/resident/client's health. It also includes the patient/resident/client and their family as members of the health-care team. When health providers collaborate, new possibilities exist that were not there before.

Health Care is embracing Collaborative Care as research has demonstrated it helps strengthen health-care systems and improve patient outcomes. This culture shift toward collaborative, highly effective teams is the future of health care. The Region is committed to providing information, resources and support to help individuals, managers, teams and facilities to integrate Collaborative Care into their daily practice.



## What Collaborative Care is not

Collaborative Care is not simply team work. Working as an interprofessional team of health providers - while including the patient/client/resident and their family - integrates more complex concepts and competencies than traditional teamwork.

Given the context within which health providers work – high stakes, continuously evolving – where a person's health and wellness are the priority, Collaborative Care acknowledges that no one health professional has all the answers. Collaborative Care takes into account a comprehensive perspective of health and wellness and that each discipline or specialty is an integral piece of the puzzle when it comes to improving a person's health outcomes. Each perspective is an important one, including the patient/client/resident and their families. At any given time, the team member on a person's health-care team in the strongest position to answer what is best for the patient/client/resident may change.

Respect is essential in shared leadership, eliminating harmful stereotypes, overcoming barriers to collaborating and ultimately creating a more person-centred approach to health-care delivery.



## What is at the crux of this culture change in healthcare?

Many health providers are already realizing the benefits of working to their full scope of practice based on the needs of the patient/client/resident. Teams throughout the Region are already collaborating and creating better patient outcomes. With tools and resources, they can be further empowered to continue building on those skills.

While individuals and teams may possess strong skills in Collaborative Care, there is always the potential to further strengthen our skills in the Collaborative Care culture.

### SIX CORE COMPETENCIES

Teams will find it helpful to discover a collaborative team includes the following six core competencies:

- 1 PERSON-CENTRED CARE
  - 2 ROLE CLARIFICATION
  - 3 TEAM FUNCTIONING
  - 4 COLLABORATIVE LEADERSHIP
  - 5 INTERPROFESSIONAL COMMUNICATION
  - 6 INTERPROFESSIONAL CONFLICT RESOLUTION
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Ongoing professional development and learning is an integral element of Collaborative Care. That's why the Region has created a comprehensive webpage with links to information, assessment tools and further reading on Collaborative Care.

**CLICK HERE** for more information:



Collaborative  
Care Information



World Health  
Organization  
Information