



LORI LAMONT
Vice President and Chief Nursing Officer

Open letter

TO NURSES

IN THE WINNIPEG HEALTH REGION

As nurses, we stand to benefit from this shift to collaborative care. With its focus on creating an environment of increased trust, respect, communication and understanding of each team member's scope of practice, collaborative care has the power to increase job satisfaction, give us a better opportunity to share our expertise, tap into the expertise of others, and increase satisfaction and safety for the people of the health region.

SCENARIO: A resident in a long-term care facility is depressed. Whose role is it to look after the resident's health concern?

IS IT?

- A) the physician who prescribes an anti-depressant
- B) the social worker who performs an assessment
- C) the nurse who monitors symptoms and communicates with the individual and their family
- D) the occupational therapist who assesses their activities of daily living
- E) the individual and their family
- F) all of the above

With collaborative care, all of the above is the correct response. A dedicated team of health and social care providers work together with individuals and their families to better meet that their needs.

Collaborative care is a model that acknowledges the changes that have occurred in healthcare. It also recognizes the shift from provider centred care to a more person centred health care system. Grounding collaborative care is a belief that the focus needs to be put on the person first.

I want nurses to be aware that collaborative care is the way of the future for nursing and healthcare. The Winnipeg Health Region will be conducting several

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activities to help move us forward, as care providers, with respect to this shift in our profession. Nurses can help shape this by raising awareness, asking questions and getting involved.

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SCOPE OF PRACTICE FOR NURSES

It's hard to approach the topic of collaborative care without discussing scope of practice. Within nursing, there is sometimes a lack of awareness about each

discipline's scope of practice and often there is overlap. Add specialties within the nursing professions – registered nurses, registered psychiatric nurses, licensed practical nurses and advanced practice nurses - to that and it's no wonder there can be confusion. Let's address this confusion so we can be in a stronger position to contribute to person focused care.

Within nursing – just like within health care – there are a number of different perspectives that can enhance care.

In order to be able to fully contribute as a team member, it's important that you first understand your scope of practice and role in health care delivery.

COLLABORATIVE CARE SUCCESS STORY

Concordia Hospital's orthopedic surgery program team has been using collaborative care concepts for the past four years. Every discipline is encouraged to attend weekly rounds that look at the needs of longer term patients for a chance to learn. Informal chats in the hallway often offer the greatest collaborative moments. Each discipline has a role to play in helping patients heal from hip and knee joint replacements.

"We have always been aware of the benefits of collaborative care. We can develop this further," says Ann Reichert, Program Director for Surgery, Critical Care and Respiratory Therapy at Concordia Hospital. "When you



work with other disciplines it's so rich without a lot of extra effort but acknowledging expertise." Daily discharge meetings take place at 11:30 am. A variety of disciplines go over the 36 patients to see who's being discharged and what they need. "They're very concise. The reason it's so successful is because it's 15 minutes where we pull in all angles to look at the entire picture," says Ann.

"We go through each patient and look to each discipline for their expertise. The nurse provides a brief history – post op day one for primary knee replacement. Then for example, the physiotherapist might say he's standing with two assist, the social worker would note that his son's coming to meet with us tomorrow, the dietician would note that his protein intake needs to be increased and the occupational therapist might say he managed activities of daily living." That's collaborative care at its best... working together for the benefit of the patient.



Early this year, the team welcomed students on a three-week placement. Third and fourth year students from a variety of disciplines – nursing, social work, respiratory therapy, pharmacy, occupational therapy – all worked with one patient. Each discipline created a care plan for a patient based on their expertise and how they would include another discipline. When it was completed, they all presented at the Friday morning surgery rounds to an audience of 40.

There were challenges – including recognizing the difficulty people have connecting with nurses on rotating shifts and the need for supportive management who can help facilitate that communication – but patients and their families were thrilled about how keen the students were.

"Collaborative care encourages people to ask questions," Ann says. "This basic concept of inquiry is the future of health care."

FROM A PROFESSIONAL PRACTICE PERSPECTIVE, CONSIDER A FEW QUESTIONS:

- 1 Who is the population my team serves?
- 2 Do I understand my scope of practice?
- 3 Have I and do I articulate my scope of practice while I'm doing my job?
- 4 What is my role within the team I'm working in?
- 5 What, as a nurse, do I uniquely bring to the team?

contribute TO THE success OF collaborative CARE

Another way to better understand scope of practice is to get involved in your local Nurse Practice Council and ask questions of your regulatory college.

contribute

In THE Spotlight

**CELEBRATING ONE
OF YOUR NURSING
PEERS EACH ISSUE!**



"I believe we're always challenged to do it better." - Ann Reichert

ANN REICHERT, RN, BN, MN, ONC (C)

Director of Programs & Patient Services

Surgery/Critical Care/Respiratory

Concordia Hospital

Ann Reichert is currently coordinating related disciplines for patient first focused care in surgery, critical care and respiratory therapy at Concordia Hospital. Since 1971, whether it's been as a registered nurse providing direct service in surgery, ICU or up north, working on research or managing pediatric (cystic fibrosis, pulmonary oncology and nephrology) wards, collaborative care has been at the heart of Ann's career.

How does collaborative care impact the way you approach your role?

None of the teams I worked on were physician dominated. We were all part of the team and worked together. If one of us was away, another would take the lead. We all had a respect for each other.

What gets you out of bed in the morning?

I love my job and working with people and patients. Now my challenge is: can I influence the people that will take over my job someday to be as passionate about the care of patients and their families?

What has had a profound influence on your nursing practice?

I think it's the human aspect, believing that we have a role in providing care for others. It's pretty simple for me. I believe in what we do. I work with people at their most vulnerable times and never forget that.

I believe we're always challenged to do it better. To me, it's such a privilege to be a nurse. You always want to be updating your knowledge to make sure you're current and progressive in your thinking.

EVENTS

*Visit Insite and
www.wrha.mb.ca/osd
for more information
and to register.*

**WRHA REGIONAL APPROACH
TO PAIN CONTROL**
April 12

**EDUCATION DAY FOR
SUPPORT STAFF:**
*Pathways to Respectful
Care of the Older Adult*
May 6

**EDUCATION DAY FOR
PROFESSIONAL STAFF:**
*Pathways to Respectful
Care of the Older Adult*
May 28

**FIRST LINE
MANAGERS' DAY**
June 1