

Collaborative Care

What Does this Mean to our Team?

What Does this Mean to the
Residents/Families?



Collaborative Care in the WRHA

- Regional priority
- Collaborative Care Action Plan approved by WRHA Senior Management and Board
- Interprofessional Clinical Student Placements



Collaborative Care – Key Terms

- **Collaborative Practice** occurs when multiple health providers from different professional backgrounds provide comprehensive services by working with patients/clients/residents, their families and care providers to deliver the highest quality of care.

“Professional” includes all those who provide care/service



Collaborative Care – Key Terms

- **Person-Centred Care** occurs when the person (and his/her family if applicable) is at the centre of their own health care. The person is actively engaged as a member of the team when making health care decisions.



Collaborative Care – Key Terms

Interprofessional education occurs when two or more professions learn about, from, and with each other to enable effective collaboration and improve health outcomes.

Within the WRHA, this definition is interpreted to include learning opportunities for both students and health providers.



Why is Collaborative Care a priority?

- Collaborative Care can positively impact:
 - Wait times
 - Healthy workplaces
 - Health human resources planning
 - Patient/resident/client safety
 - Rural accessibility
 - Primary health care
 - Chronic disease management



How do I (or my team) know if we are working in the most optimal way to promote Collaborative Care?





Canadian Interprofessional Health Collaborative
Consortium pancanadien pour l'interprofessionnalisme en santé

A National Interprofessional Competency Framework

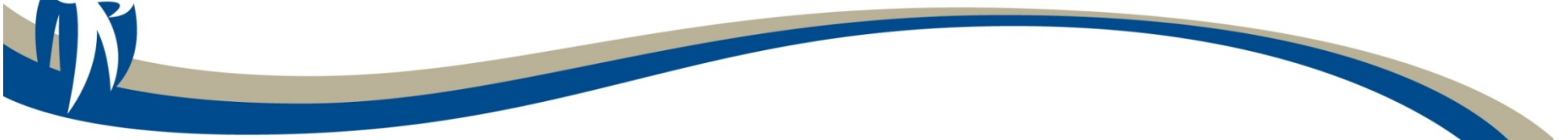
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CIHC Competencies

The six competency domains are:

- 1) Person-centred care
- 2) Role clarification
- 3) Team functioning
- 4) Collaborative leadership
- 5) Interprofessional communication
- 6) Interprofessional conflict resolution



Person-Centered Care

- Health Providers/students include Residents/families as members of the healthcare team, involving them in the design, implementation and evaluation of their care plan.
- How does it work?
 - Support the participation of Residents/families as partners in care
 - Share information with Resident/families in a respectful and understandable manner
 - Listen respectfully to the expressed needs of every person



Role Clarification

- Health Providers/students understand their own role and the roles of those in other professions. This helps avoid duplication and gaps in care.
- How does it work?
 - Describe your own role and that of others
 - Consult with others to access their skills and knowledge appropriately



Team Functioning

- Health Providers/students understand the principles of team work and team processes to enable effective interprofessional collaboration.
- How does this work?
 - Understand the process of team development & regularly reflect on their team functioning
 - Respect the ethical values of team members
 - Communicate clearly and frequently, confirming or adjusting care plans as needed
 - Respect all team members' participation in decision-making



Collaborative Leadership

- Health Providers/students work together as a team to plan, put into place and evaluate care. Each team member shares responsibility for their role towards positive outcomes.
- How does this work?
 - Collaborates in shared decision-making
 - Owns responsibility for their part of the process
 - Contributes in creating a team that works well together
 - Works towards positive outcomes



Interprofessional Communication

- Health Providers/students communicate with each other and Residents/families in an open, collaborative and responsible manner that builds trust with others.
- How does this work?
 - Actively listen to other team members
 - Come to a common understanding of care decisions
 - Develop trusting relationships with Residents/families and other team members
 - Effectively use information and communication technology



Interprofessional Conflict Resolution

- Health Providers/students work as a team that actively engages in addressing disagreements and responds effectively to all types of conflict.
- How does this work?
 - Value that a conflict situation always has the potential for a positive outcome
 - Identify situations that could lead to conflict, i.e., role overload, role ambiguity, goal differences, etc.
 - Know and understand strategies to deal with conflict
 - Establish a safe environment where different opinions can be shared



What does Collaborative Care Mean to You?



Questions?

