Thread: Interprofessional Health/Team-Based Care
Using IPEC and CIHC
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IC2. Demonstrate effective communication using oral, written and electronic formats to establish and maintain collaborative relationships with member of the interprofessional team

Topics/Subtopics
1. Values/Ethics for Interprofessional Practice
   a. Mutual Respect
      i. Participate and be respectful of all members’ participation, including team members, patients, and families, in collaborative decision-making.
      ii. Embrace the cultural diversity and individual differences that characterize patients, populations, and the health care team.
   b. Shared Values
      i. Respect the unique cultures, values, roles/responsibilities, and expertise of other health professions.
      ii. Develop consensus on the ethical principles to guide all aspects of patient care and team work
   c. Ethical Conduct
      i. Respect the dignity and privacy of patients while maintaining confidentiality in the delivery of team-based care.
      ii. Demonstrate high standards of ethical conduct and quality of care in one’s contributions to team-based care.
      iii. Manage ethical dilemmas specific to interprofessional patient/population centered care situations.
   d. Locus of Care
      i. Place the interests of patients and populations at the center of interprofessional health care delivery.
2. Roles/Responsibilities
   a. Individual Role
      i. Communicate one’s roles, responsibilities, knowledge, skills and attitudes clearly to patients, families, and other professionals.
   b. Collaborative Leadership
      i. Apply collaborative decision-making principles
      ii. Apply leadership practices that support collaborative practice and team effectiveness
   c. Team Members’ Roles
      i. Explain the roles and responsibilities of other care providers and how the team works together to provide care.)
ii. Use the full scope of knowledge, skills, and abilities of available health professionals and healthcare workers to provide care that is safe, timely, efficient, effective, and equitable.

iii. Communicate with team members to clarify each member’s responsibility in executing components of a treatment plan or public health intervention.

d. Individual and Team Assessment
   i. Recognize one’s limitations in skills, knowledge, and abilities.
   ii. Engage diverse healthcare professionals through consultation, as well as associated resources, to develop strategies to meet specific patient care needs.

e. Professional Development
   i. Maintain competence in one’s own profession appropriate to scope of practice.
   ii. Engage in continuous professional and interprofessional development to enhance team performance.

3. Interprofessional Communication
   a. Communication Tools and Techniques
      i. Choose effective communication tools and techniques, including information systems and communication technologies, to facilitate discussions and interactions that enhance team function
      ii. Organize and communicate information with patients, families, and healthcare team members in a form that is understandable, avoiding discipline-specific terminology when possible
      iii. Express one’s knowledge and opinions to team members involved in patient care with confidence, clarity, and respect, working to ensure common understanding of information and treatment and care decisions
      iv. Listen actively, and encourage ideas and opinions of other team members
      v. Recognize how culture, power, and hierarchy within the healthcare system influences team communication
      vi. Effectively use information and communication technology to improve interprofessional patient/client/community-centered care
      vii. Describe critical information required when requesting a consultation or handing off care to an incoming team.

   b. Value of Teamwork
      i. Communicate consistently the importance of teamwork in patient-centered and community-focused care

   c. Feedback
      i. Give timely, sensitive, instructive feedback to others about their performance on the team, responding respectfully as a team member to feedback from others
4. Teams and Teamwork
   a. Team Development
      i. Develop trusting relationships with patients/clients/families and other team members.
      ii. Establish a safe environment in which to express diverse opinions
      iii. Effectively facilitate discussions and interactions among team members
      iv. Describe the process of team development and the roles and practices of effective teams
      v. Establish a climate for collaborative practice among all team members
   b. Problem Solving
      i. Engage other health professionals—appropriate to the specific care situation—in shared patient-centered problem-solving
   c. Clinical Decision Making
      i. Integrate the knowledge and experience of other professions in a respectful manner to inform care decisions
      ii. Apply collaborative decision-making principles in team-based care.
   d. Conflict Resolution
      i. Identifying common situations that are likely to lead to disagreements or conflicts, including role ambiguity, power gradients, and differences in goals
      ii. Setting guidelines for addressing disagreements
      iii. Effectively working to address and resolve disagreements, including analyzing the causes of conflict and working to reach an acceptable solution
      iv. Engage self and others to constructively manage disagreements about values, roles, goals, and actions that arise among healthcare professionals and with patients and families
   e. Shared Accountability
      i. Share accountability with other professions, patients, and communities for outcomes relevant to prevention and health care
   f. Continuous Quality Improvement
      i. Use available evidence to inform effective teamwork and team-based practices
      ii. Integrate the principles of continuous quality improvement to increase the effectiveness of interprofessional teamwork and team-based care
      iii. Reflect on individual and team performance to understand how to improve team function.