

UNITEDHEALTH GROUP®  
Center For Clinician Advancement



## Improving Patient-Centered Care: Optimal Strategies for Interprofessional Communication and Collaboration

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## Learning Objectives

- Explain the importance of communication as a core component of interprofessional collaborative practice (IPCP)
- State key competencies and effective tools for successful IPCP communication to improve patient-centered care using Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS®) as an example
- Identify common communication barriers that exist within IPCP among health care professionals and strategies to overcome these barriers
- Compare and contrast alternative communication methodologies and identify practical solutions for effective collaboration

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## Introductions



**Moderator**

**Mary Jo Jerde, MBA, BSN, RN**  
Senior Vice President,  
Center for Clinician  
Advancement,  
UnitedHealth Group  
Minnetonka, MN



**Panelist**

**Mark Earnest, MD, PhD, FACP**  
Professor of Medicine  
Division Head, General  
Internal Medicine  
University of Colorado School  
of Medicine  
Former Director,  
Interprofessional Education  
University of Colorado  
Anschutz Medical Campus  
Aurora, CO



**Panelist**

**Barbara Anderson Head, PhD, CHPN, ACSW, FPCN**  
Associate Professor  
Department of Medicine  
Affiliated Faculty  
Kent School of Social Work  
University of Louisville  
Louisville, KY



**Panelist**

**Hogai Nassery, MD**  
Atlanta Medical Director  
Harken Health  
Atlanta, GA

## Core Competencies/Health Professionals

Provide Patient-Centered Care

Work in Interdisciplinary Teams

Employ Evidence-Based Practice

Apply Quality Improvement

Utilize Informatics

## Competency Defined

“The habitual and judicious use of **communication**, knowledge, technical skills, **clinical reasoning**, emotions, values and reflection in **daily practice**.”

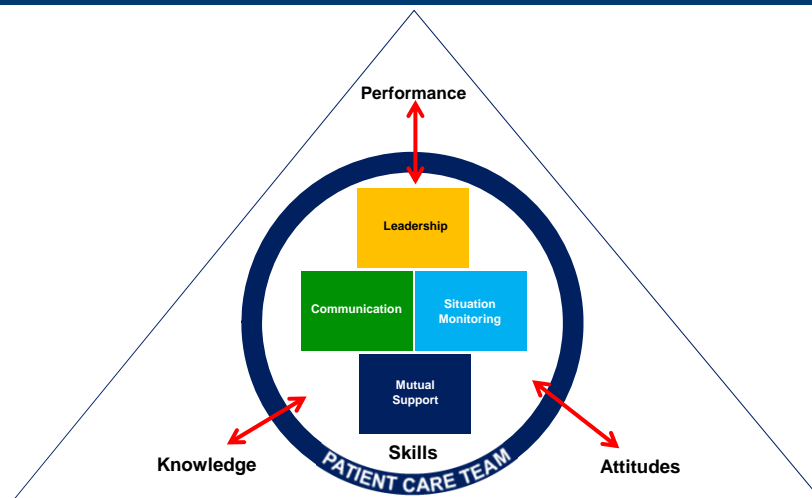
Institute of Medicine. (2003). Health Professions Education: A Bridge to Quality. Washington, DC: The National Academies Press.

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## TeamSTEPPS<sup>®</sup> Team Competency Outcomes



<http://www.ahrq.gov/teamsteps/images/tslogotxt.html>

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## Panelist Question No. 1

- We know that communication is important for all the health care teams. How is it different for IPCP?

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## Case Study

80 year old male with End Stage Renal Disease (ESRD), Hypertension, Coronary Artery Disease, Anemia and Hypothyroidism

- On peritoneal dialysis (PD) for last 7 years
- Care is co-managed by a family nurse practitioner (FNP), acting as his primary care provider (PCP), and a nephrologist
- Two years ago he had an abdominal aneurysm; he and his family decided not to pursue surgical repair
  - He had a central line placed for hemodialysis (HD)
- A dialysis team (nephrologist, nurses from HD and PD teams, social worker, dietician) created a plan for him to transition to permanent HD

Living with a Change in Dialysis Modalities: A Case Study (Phillips, A. (2016). Living with a change in dialysis modalities: A case study. Nephrology Nursing Journal, 43(3), 262-264.

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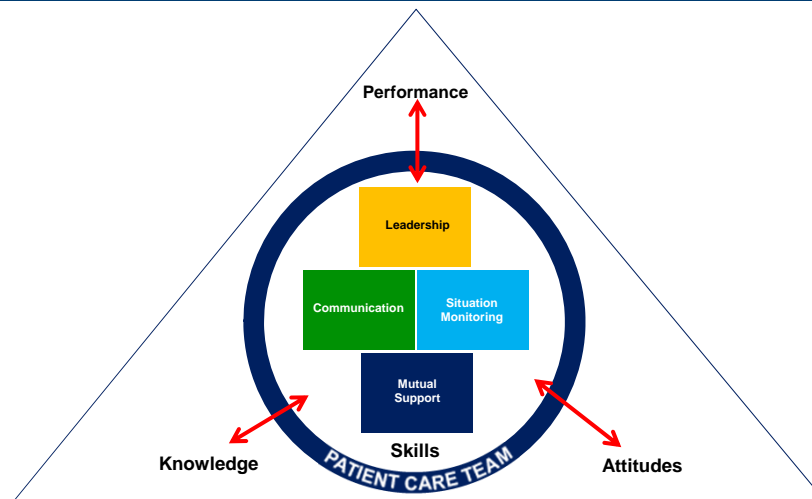
## Panelist Question No. 2

- What do you see as being a particularly effective method or tool they used and have you seen this used elsewhere?

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## TeamSTEPPS<sup>®</sup> Team Competency Outcomes



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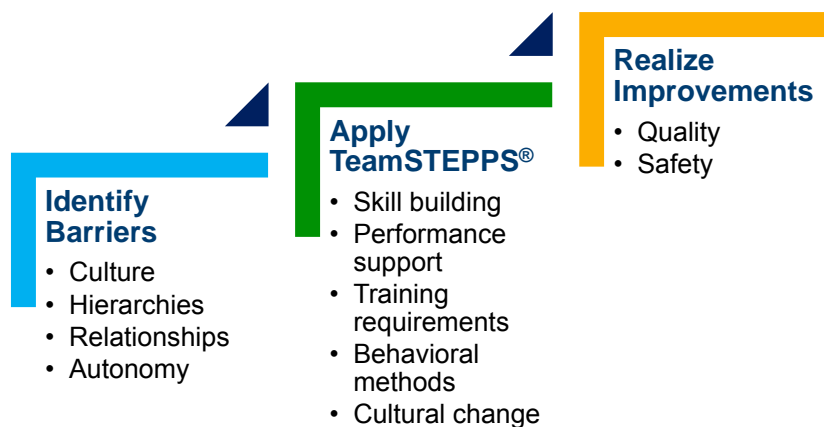
## Panelist Question No. 3

- What do you see as potential barriers for an IPCP team collaborating with each other and the patient, and what would you suggest they do differently?

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## TeamSTEPPS® Process



Patient Safety: Creating a Culture Change to Support Communication and Teamwork Anne Marie Pettit, MSN, RN & John J. Duffy, MSN, RN, 2015

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## Panelist Question No. 4

- On the path ahead, how can the audience today assess whether their teams are displaying optimal communication competencies in delivering interprofessional collaborative practice?

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## Interprofessional Communication Competencies

- Use the tools and techniques, including technology, to support team discussions
- Make sure the health care team members are communicating in a way that the patient understands
- Encourage confidence, clarity, and respect, to make sure everyone understands and can create a plan of care
- Listen to each other well
- Give and receive respect
- Be even more respectful in difficult situations or when there is conflict
- Recognize how one's own experience level, proficiency, culture, and organizational structure impact team effectiveness
- Reinforce how important teamwork is to create consumer-focused care

Interprofessional Education Collaborative Expert Panel. (2011). Core competencies for interprofessional collaborative practice: Report of an expert panel. Washington, DC: Interprofessional Education Collaborative.

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## Assessing Communication Competencies

Competency assessment can be done by associating them with professional activities

Development of assessment tools is a next step in competency development

Interprofessional Education Collaborative Expert Panel. (2011). Core competencies for interprofessional collaborative practice: Report of an expert panel. Washington, DC: Interprofessional Education Collaborative.

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## Additional Resources

- National Center for Interprofessional Practice and Education  
<https://nexusipe.org/informing/resource-center>
- Agency for Healthcare Research and Quality  
<http://www.ahrq.gov/teamstepps/index.html> Being able to resolve conflict among members of the team.
- Institutes Of Medicine / National Academies  
<http://www.nationalacademies.org/hmd/>

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## Questions & Answers



**Panelist**

**Mark Earnest, MD, PhD, FACP**  
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 Division Head, General  
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 University of Colorado School  
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 Former Director,  
 Interprofessional Education  
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## Food for Thought

“Communicating refers to aspects of openness, style, and expression of feelings and thoughts. These communications are directed specifically at modifying teamwork aspects. Team-related communications exploit opportunities that influence team interactions, organization, and functioning.”

(Essens et al., 2009)

“Communication, communication, communication — was shared over and over again as a key driver of interprofessional collaboration. Each profession brings with it its own language and way of communicating.”

“Open and respectful communication can also contribute to problem-solving as a group, as an ‘open discussion of differing perspectives may serve as a stimulus for new questions, growth, and development of the team.’”

Quotes are in *Lessons from the Field: Promising Interprofessional Collaboration Practices*. 2015. White Paper, The Robert Wood Johnson Foundation, [rwjf.org](http://rwjf.org).

## Our Panelists' Work

- **Earnest, M., & Brandt, B. (2014).**  
Aligning practice redesign and interprofessional education to advance triple aim outcomes. *Journal Of Interprofessional Care*, 28(6), 497-500. doi:10.3109/13561820.2014.933650
- **Jones, B., Phillips, F., Head, B. A., Hedlund, S., Kalisiak, A., Zebrack, B., & ... Otis-Green, S. (2014).**  
Enhancing Collaborative Leadership in Palliative Social Work in Oncology. *Journal Of Social Work In End-Of-Life & Palliative Care*, 10(4), 309-321. doi:10.1080/15524256.2014.975319
- **Renaë Moch, MBA, FACMPE, Hogai G. Nassery, MD, and M. Tariq Fareed, MD, FAAFP (2014).** Incorporating Medical Interpretation Into Your Practice. *Fam Pract Manag*, Mar-Apr; 21(2):16-21.

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## In Closing

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