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

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
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
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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

Health Professions Education: A Bridge to Quality, 2003 by the National Academy of Sciences, Courtesy of the National Academies Press, Washington, D.C.
Competency Defined

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


TeamSTEPPS®
Team Competency Outcomes

http://www.ahrq.gov/teamstepps/images/talogotxt.html
Panelist Question No. 1

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

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

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?
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?

TeamSTEPPS® Process

Identify Barriers
• Culture
• Hierarchies
• Relationships
• Autonomy

Apply TeamSTEPPS®
• Skill building
• Performance support
• Training requirements
• Behavioral methods
• Cultural change

Realize Improvements
• Quality
• Safety

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

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

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.


Additional Resources

- National Center for Interprofessional Practice and Education
  https://nexuispe.org/informing/resource-center

- Agency for Healthcare Research and Quality
  http://www.ahrq.gov/teamstepps/index.html

- Institutes Of Medicine / National Academies
  http://www.nationalacademies.org/hmd/
Questions & Answers

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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.”

Our Panelists’ Work


In Closing

If you enjoyed today’s conversation and would like to stay in touch:

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► **Internal to UnitedHealth Group**

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  https://oneconnect uhg.com/groups/clinician-commons