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Healthcare professionals' collaboration as a key to patient-centred care

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Learning objectives

- To explain the advantages and disadvantages of applying a patient-centred approach in interprofessional collaboration
- To identify obstacles to interprofessional collaboration
- To solve problems that arise in relation to interprofessional collaboration

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Session Overview

Define collaboration in healthcare
Importance of collaboration in healthcare
Ways of encouraging effective collaboration
Healthcare professionals on the team
Case discussion
Patient perspectives

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- Trust and respect within a team results in effective interprofessional collaboration
- Poor collaboration may lead to compromising patient safety
- Healthcare professional collaboration does not need to be tailored for each individual patient

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Some thinking time ... 5 minutes ...

Turn to you neighbour and come up with 3 key words that come to mind when thinking about

Healthcare professionals' collaboration as a key to patient-centred care

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Many different ways of describing this in literature

- Interprofessional collaborative practice ... WHO
- Multidisciplinary teams
- Interdisciplinary teams
- Seamless teamwork
- Transfer of patient care

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Definition of interprofessional collaborative practice

“Collaborative practice happens when multiple health workers from different professional backgrounds work together with patients, families, carers and communities to deliver the highest quality of care across settings” [WHO, 2011]

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Why is healthcare professional collaboration so important?

Increased complexity and specialization of medicines

What is best practice? How do I stay updated?

- Guidelines
- Reporting of clinical trials

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Why is healthcare professional collaboration so important?

Increasing elderly population

Increase in chronic diseases e.g. heart failure, renal disease, diabetes, hypertension

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Poor collaboration

- Disorganized staff
- Disinterested staff
- Lack of respect for other members of the team
- Lack of patient centred care
- Lack of information
- Lack of good leadership
- No awareness of roles and responsibilities of other team members
- Lack of effective communication

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Increased complaints

Patient safety issues

Lack of collaboration in a healthcare setting

Increased number of errors

Ongoing patient care problems

Difficult working environment for team members

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What makes a collaboration effective?

- An awareness of the roles and responsibilities of others in the team
- Effective distribution of tasks
- Effective communication and particularly effective communication in a crisis
- Strengths and weaknesses of own profession – when is it important and when do we need to reach out to other disciplines
- Keeping patient interest at heart of collaboration throughout

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Task

In your groups think about ...

Who are the healthcare professionals that you will potentially collaborate with when managing a patient in a hospital setting?

Think about the various stages in a patient journey – the acute phase, rehabilitation, preparing patient for discharge, following patient up as an outpatient

What are the different competencies of healthcare professionals on the team?

Are healthcare systems different? Would different healthcare professionals have **different roles and responsibilities** in different healthcare settings? Are there healthcare professionals who may be more difficult to collaborate with?

Be prepared to present your discussion findings ...

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Case discussion: Mrs Henrietta Brown

- 84 year old woman
- Hypertension – very poorly controlled blood pressure
- Osteoarthritis – pain in right knee particularly
- Overweight
- Indigestion
- Insomnia
- Poor vision ?macular degeneration
- Chronic renal disease
- Left knee replacement – 4 years ago
- Admitted for elective surgery – right knee replacement

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On speaking to patient

- Complex medication regimen
- Struggling to keep up with her regimen
- Lives alone and has no help
- On diuretics – often misses these because they interfere with her daily activities
- No medication for her osteoarthritis – stopped medication because of indigestion problems. She is hoping the knee replacement will improve the pain

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Further problems emerge

- Has had sleeping problems for a very long time – she has been having sleeping tablets for a very long time and these make her unsteady on her feet
- Eyesight issues – problem with identifying medicines
- Often has problems obtaining her medicines from the pharmacy
- Poor understanding of dietary requirements and importance of weight loss




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Task

A team approach with effective collaboration is being encouraged.
In your teams discuss ...

Who are the members of the healthcare team that may be involved?

What are the common goals required to effectively manage Mrs Henrietta Brown?

How can each of the healthcare team members contribute to improve Mrs Henrietta Brown's care?

Be prepared to feedback ...

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A team approach to Mrs Henrietta Brown's care

- Dr Joe Bloggs – on the surgical ward
- Conducts Mrs Brown's pre-op assessment
- Mr Adam Blue – surgical nurse
- Ensures that Mrs Brown's parameters were monitored and recorded as necessary
- Ensures an accurate handover when Mrs Brown went to theatre




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A team approach to Mrs Henrietta Brown's care

- Mrs Eve Brown accompanied by a student – physiotherapist
- Supports Mrs Brown and guides her through her rehabilitation after surgery
- Mr Bill Clinton – team ward pharmacist
- Reviews her medication
- Simplifies her medication for better adherence
- Provides her with advice and education
- Liaises with the community team to organise larger labels and home delivery of her medications




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A team approach to Mrs Henrietta Brown's care

KEEP CALM AND ASK A DIETITIAN

- Dietitian – Mr Robbie Williams
- Provides Mrs Brown with weighing scales that she could easily access
- Provides her with advice and education about a healthy diet that is accessible to her



- Social worker – Mrs Annie Lennox
- Puts in package to provide general support to the patient after her return home

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All contributed towards better care for Mrs Brown



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Effective collaboration – enhancing patient care – some points to take home

- Where in your work [or work experiences] have you seen positive examples of interprofessional collaboration that enhance patient care?
- Are there any opportunities for interprofessional education within your University?
- How can you reach out to other professions so they are more aware of what you can contribute to the team?

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- Trust and respect within a team results in effective interprofessional collaboration
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