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# Enabling effective interprofessional communication with patients and families for safe, quality health literate care

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*We are all teaching & learning about, from and with each other*

# Today's learning objectives

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## Goals of this session:

- Describe the intersection between interprofessional collaboration and health literacy
- Apply a tool to help plan interprofessional health literacy strategies



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We acknowledge this sacred land on which the University Health Network operates. For thousands of years it has been the traditional territory of the Huron-Wendat, the Haudenosaunee, and most recently, the Mississaugas of the Credit River. This territory was the subject of the Dish With One Spoon Wampum Belt Covenant, an agreement between the Haudenosaunee Confederacy and the Confederacy of the Ojibwe and allied nations to peaceably share and care for the resources around the Great Lakes. Today, the meeting place of Toronto is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work and learn on this territory.



# What do these abbreviations mean?

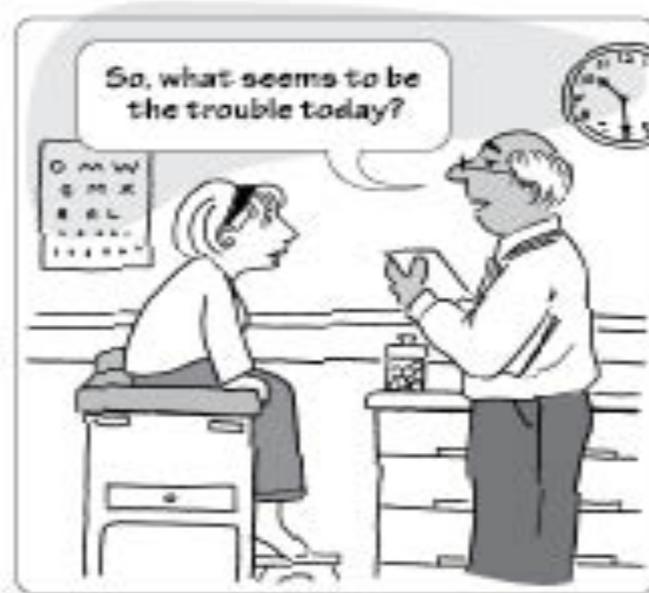
ED

CP

DC



# Health Care Deja vu



# Patient Experience

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Clip from the American Speech-Language-Hearing Association



Patient Education

# What is interprofessional collaboration/care?

[It's] **multiple health workers**  
from **different . . .**  
**backgrounds** provid[ing]  
comprehensive health services  
by **working with clients**, their  
families, carers and  
communities to deliver the  
***highest quality of care across***  
***settings.***



WHO, 2010



Patient Education

# Effective IPC linked to decreases in:

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- client complications
- length of hospital stay
- tension and conflict in caregivers
- staff turnover
- hospital admissions
- clinical error rates
- mortality rates



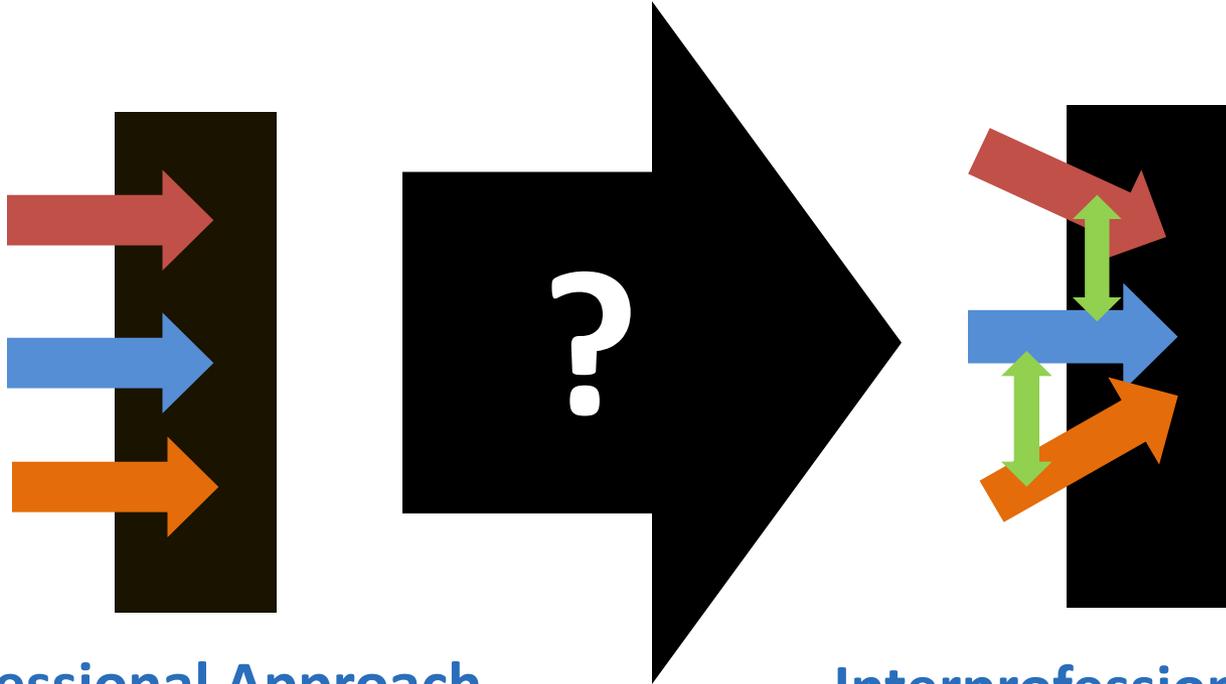
**World Health  
Organization**

**Framework for Action on  
Interprofessional Education  
& Collaborative Practice WHO, 2010**



**Patient Education**

# Multiprofessional or interprofessional?



**Multiprofessional Approach**  
(working in silos/parallel)

**Interprofessional Approach**  
(working collaboratively)



Patient Education



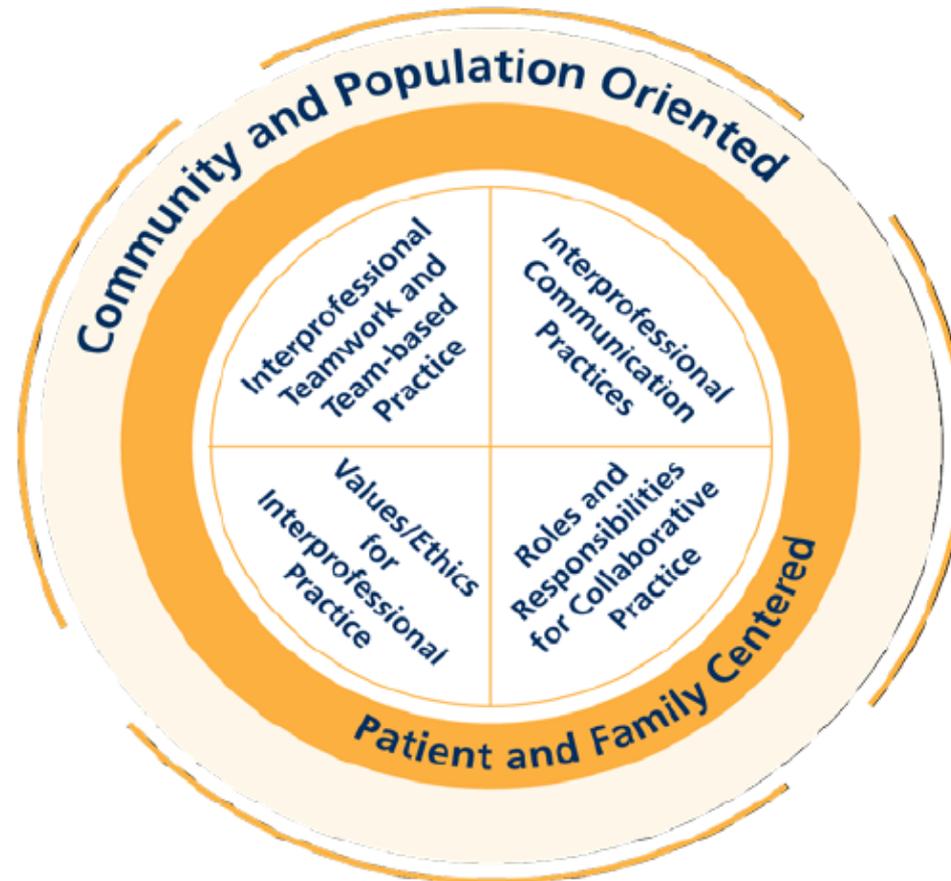
UNIVERSITY OF  
TORONTO



Centre for  
INTERPROFESSIONAL  
EDUCATION

# Interprofessional Collaboration Competency

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Core competencies for interprofessional collaborative practice: 2016 update.  
Washington, DC: Interprofessional Education Collaborative.



Patient Education



Clip from the American Speech-Language-Hearing Association



Patient Education





# Questions to consider when applying the Interprofessional Lens . . .

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- ✓ **WHY?** is an interprofessional approach important to this work?
- ✓ **WHAT?** is the goal of this work and how will working interprofessionally enable this goal?
- ✓ **WHO?** are the 2 or more different professions/roles involved; consider who is not at the table?

# IP Lens questions continued . . .

- ✓ WHERE? Consider how the space and location may impact some of the participants differently?
- ✓ WHEN? is time scheduled for discussion and interactivity?
- ✓ HOW? will Interprofessional facilitation be done?  
will Interprofessional group process be addressed?  
will Interprofessional reflection be supported?  
will Interprofessional issues be attended to?



## Interprofessional Lens

Created by the UHN Clinical IPEC Team  
December 2015

This "interprofessional lens" was created as a practical guide or 'how to' for fostering interprofessionalism in any area (e.g. care, education, initiatives, meetings, quality improvement, curricula, workshops, programs, research, leadership, space planning, decision making, reflection, etc.). In other words, "how do we make this area (e.g. workshop, meeting, project, etc.) more interprofessional?" Ask yourself/the team the questions below to work towards greater interprofessionalism.

<b>Why?</b>	<ul style="list-style-type: none"> <li>- Why is an interprofessional approach important to this work? What is the importance or value of an interprofessional approach?</li> <li>- Why is this work important (the "hook") for each group (profession/role) individually and collectively?</li> </ul>
<b>What is the goal?</b>	<ul style="list-style-type: none"> <li>- What is the goal of the work? In other words, how will interprofessional collaboration enable this goal? Why is such collaboration <i>essential</i> to this goal?</li> <li>- How is the area complex, requiring collaboration of 2 or more professions/roles?</li> <li>- How might collaboration enable identification of shared priorities and outcomes?</li> </ul>
<b>Who?</b>	<ul style="list-style-type: none"> <li>- Are 2 or more different professions/roles involved? (consider 'profession/role' broadly)</li> <li>- Consider who is not "at the table" but should be/could be? e.g., other professions/roles, patients/families/students. Who else needs to be engaged for the success of this work?</li> <li>- What are the unique backgrounds, perspectives, professional cultures, etc. of individuals/professions/roles involved? What is uniquely and collectively important to each person/ professions/role?</li> <li>- What support may be needed for each participant and the entire team to embrace interprofessional approaches? e.g. what relational behaviour will enable interprofessional collaboration, how will interprofessional respect, humility and pride be demonstrated?</li> <li>- Consider <i>client/patient/caregiver/community member</i> inclusion or voice: is this central to purpose and outcome? When might his be a further step? How will this be accomplished?</li> </ul>
<b>Where?</b>	<ul style="list-style-type: none"> <li>- Consider how location may impact some participants differentially (e.g. acute care setting or community)</li> <li>- Consider how the space/set up can enable collaboration and interactivity (e.g. seating arranged with mixed groups at each table)</li> <li>- Consider holding an 'empty chair' to include those who are not present</li> </ul>
<b>When?</b>	<ul style="list-style-type: none"> <li>- How can timing be optimized to work best for all/as many as possible?</li> <li>- How can significant time for discussion and interactivity be incorporated?</li> </ul>



## Interprofessional Lens

### How?

- **Interprofessional (IP) facilitation** is often required to transform multiprofessional work to interprofessional collaboration (e.g. to address risk of professional stereotyping related to lack of knowledge about another's role). IP facilitation often includes co-facilitation with 2 people from different professions who role model IP collaboration. See Appendix for more *IP Facilitation Tips*.
- How will 'interprofessional group process' be addressed? e.g. How will we get to know each other (e.g. introductions, icebreakers)? How will roles/responsibilities be clarified? How will we work together? How will we make decisions? How will we address safety for all within this group/team? How will power and hierarchy be addressed? How will we attend to and support the team at various stages of group development? What interprofessional group norms should we adopt? How will interprofessional conflict or dominance be addressed? How can we support pride and voice?
- How will interprofessional reflection be supported? How can briefing and debriefing include opportunities for interprofessional reflection? e.g. How are we working well together? What is working well in our group process? What could we do differently that would make our work together or group process even better? What am I/are we most curious about from an interprofessional perspective? What assumptions am I making? How might someone whose role is different than mine look at this? How is this similar to what you know about other roles? How will what I/we have learned enable greater collaboration? How do we understand and articulate our shared goals and reasons for collaboration?
- How will interprofessional issues be explicitly addressed? e.g. How are important contributions of different team members highlighted? Is learning about how team members work together discussed? How can we acknowledge/recognize unique and shared contributions? What structures/processes support interprofessional interactions? What factors enable interprofessional collaboration? How are strategies that enable interprofessional communication incorporated in our work? (e.g. reduce professional jargon, debunking myths, consider 'what we call things', intentional goal setting and review, inclusive language, etc). How is collaborative leadership evident in our work?

### Definitions:

**Interprofessionalism** comprises synergistic, collaborative work towards shared/common goals with 2 or more professions/roles. For example, interprofessional education occurs when (learners) from two or more professions/roles learn about, from and with each other to enable effective collaboration and improve health outcomes (adapted from World Health Organization, 2010). As complexity of work increases, so too does the need for interprofessional approaches.

**Multiprofessionalism** comprises work that is coordinated and largely in parallel between 2 or more professions/roles sub-specialties.

**Uniprofessionalism** comprises work within a single profession/role.

For complete document with scenarios and tips . . .

Link: <http://www.ipe.utoronto.ca/sites/default/files/interprofessional%20Lens.pdf>

Internet search: U of T IPE IP Lens



# The Lens in Action

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**Situation:** A team is developing a 'weekend pass' tool to support patients leaving the rehab hospital to spend time with family

✓ WHY?

✓ WHERE?

✓ WHAT?

✓ WHEN?

✓ WHO?

✓ HOW?

# The Lens in Action

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## Situation: COVID-19

✓ WHY?

✓ WHAT?

✓ WHO?

✓ WHERE?

✓ WHEN?

✓ HOW?

# Q and A and Reflection

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What projects or work are you currently working on where you could benefit from interprofessional collaboration?

What projects are already benefiting from this perspective?

Photo with consent