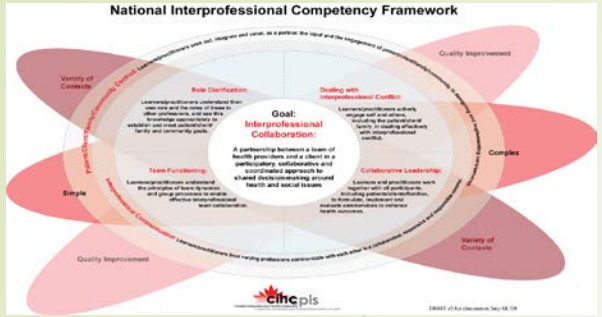


Can we audit the processes occurring in client-centred collaborative practice?

Facilitated by the CICH International Working Group –Carole Orchard, Lesley Bainbridge, Liz Anderson, Jenny Ford, Monica Moran, Marion Jones, & Cornelia Mahler

Learning Objectives

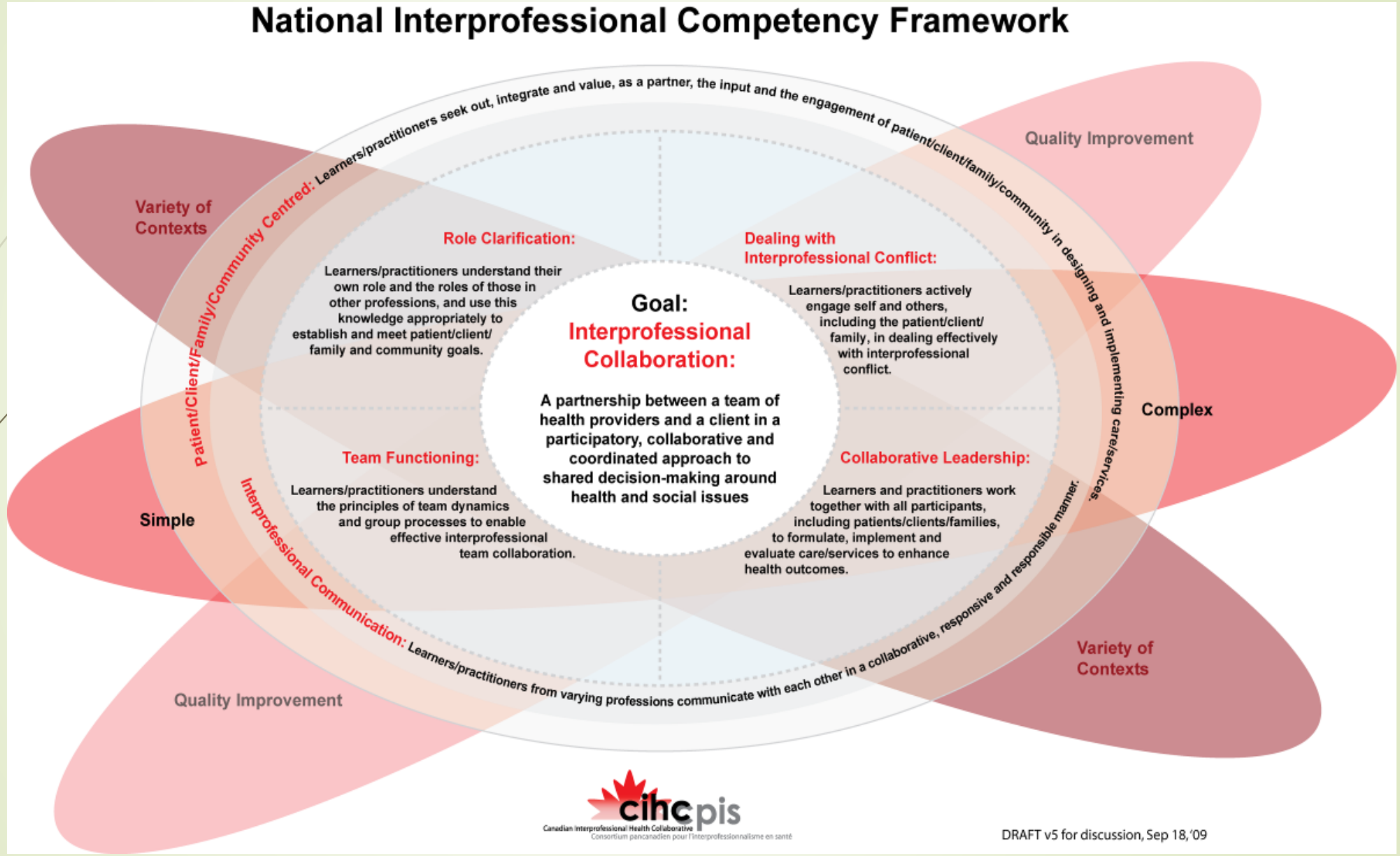
At the end of this session, participants will…

- Gain an understanding of how Step 2 in the Patient-Centred Collaborative Practice Framework is enacted in practice,
- Gain some experience in assessing the quality of the teamwork in Group 2, and
- Explore the value of the audit tool to their own practice setting

Evolution…

- CIHC National Interprofessional Competency Framework (2010)
- Approach Integrative Pedagogy (Roegiers)
- Focus on: Addressing the process of IPCCP through Judgements made by the team
- Measurement of the process?

National Interprofessional Competency Framework



cihcpis
Canadian Interprofessional Health Collaborative
Consortium pancanadien pour l'interprofessionnalisme en santé

DRAFT v5 for discussion, Sep 18, '09

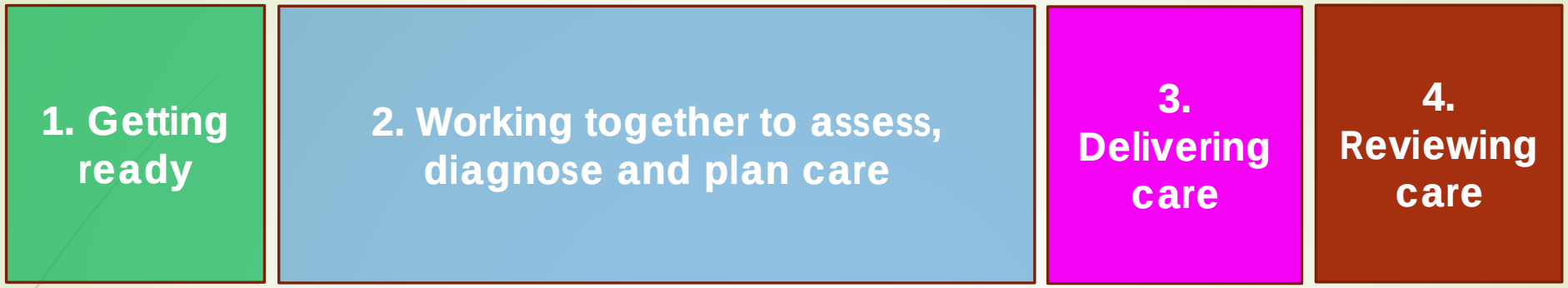
Goal of IPCCCP

- "*A partnership between a team of health providers and a client in a participatory, collaborative and coordinated approach to shared decision-making around health and social issues*" (CIHC, 2010).

Further evolution…

- Identification of the steps needed to implement the goal of IPCCCP
- Test (qualitatively) to see if processes associated with each competency domain were identifiable
- Step refinement to evolve the Patient-Centred Collaborative Practice Framework into a four step approach
- Refinement of the assessment process → compressing the processes into manageable items; applying a five-point rating scale using a proficiency lens

Collaborative Patient-centred Practice



Reflecting on Teamwork throughout the process

Step1
Getting Ready for Collaborative Teamwork

Step 2
Teamwork to:
- **Gather information**
- **Determine the required health/social needs**
- **Obtain further information**
- **Set goals and the treatment plan to address identified patient/family needs**
- **Develop guidelines to measure progress toward patient care goals**

Step 3
Implementing Patient Treatment Plan

Step 4
Assessment of Progress for:
Achievement, revision, expansion of patient treatment goals

Underpinning Competence Framework www.cihc.ca
- Interprofessional Communication
- Patient/family/community centred care
  - Role clarification
  - Team functioning
  - Collaborative leadership
  - Interprofessional conflict resolution

Current status…

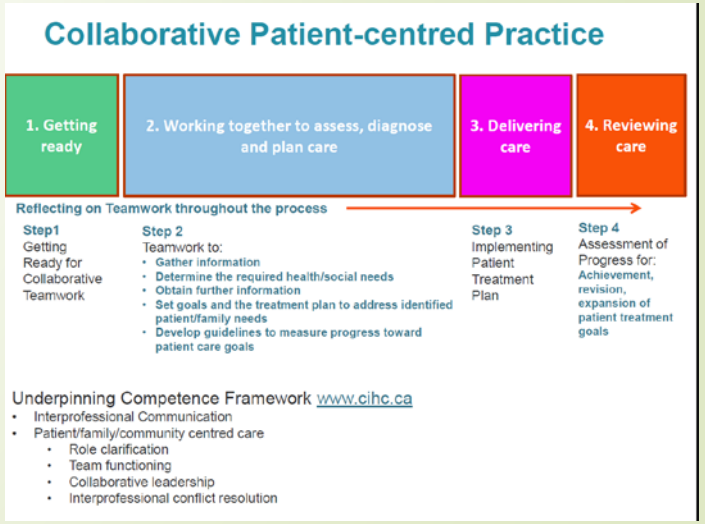
- Step 2 has been identified as the most complex and likely divergent from current practice
- a script was developed at Western University by Carole Orchard in order to demonstrate the application of step 2. This was refined by colleagues.
- A video clip of its implementation was created with the help of a standardized patient ‘Kathy’ and a number of heath professionals and students.

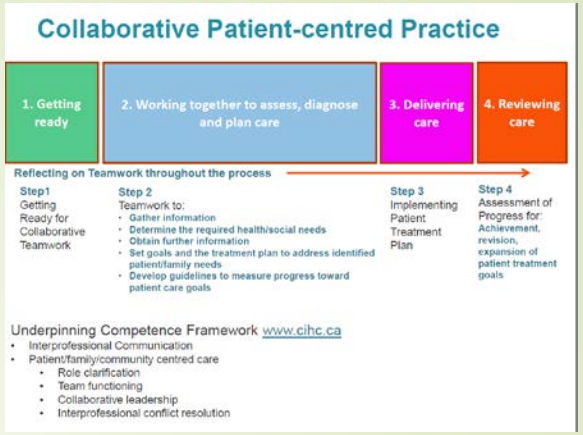
Workshop activity…

Your tools

- A copy of the framework and CIHC competency framework
- A copy of the step 2 audit tool
- A feedback form to provide your comments and suggestions for further refinement
- A section to identify companion documents needed to support its use in assessing team work
- A copy of the Pain assessment tool used in the videoclip

2. Working together to assess, diagnose and plan care





Step 2

Teamwork to:

- **Gather information**
- **Determine the required health/social needs**
- **Obtain further information**
- **Set goals and the treatment plan to address identified patient/family needs**
- **Develop guidelines to measure progress toward patient care goals**

Structure of the audit tool…

- The tool is set up related to activities associated with each of the competency domains
  - Patient/client/family centred care
  - Interprofessional communication
  - Role Clarification
  - Team functioning
  - Collaborative Leadership
  - Interprofessional Conflict Resolution

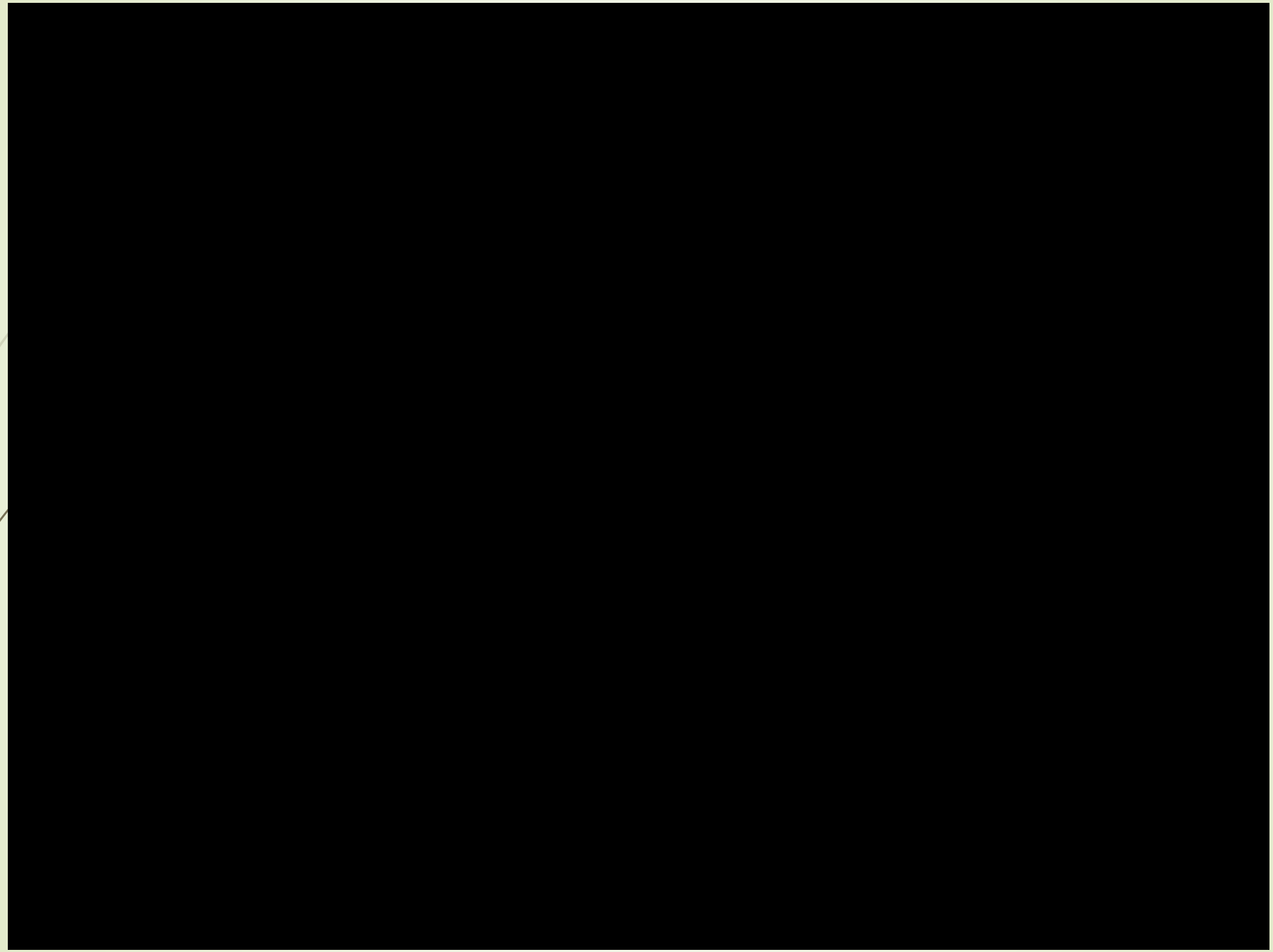
Each domain has from 4 to 9 audit items

There are a total of 29 audit items in the assessment form.

Step 2 WORKING TOGETHER TO ASSESS, DIAGNOSE, AND PLAN CARE N.B This step is comprised of five actions that are inter-connected for each of the competency domains. Actions include: 2.1 gathering information, 2.2 determining required health and social needs, 2.3 obtaining further information, 2.4 setting goals and treatment plan to address identified patient/family needs, and 2.5 developing guidelines to measure progress toward achieving patient care goals.	Full met	Mainly met	Somewhat met	Partially met	Minimally met	Not met
Process by Competency Domain						
Patient/client/family/community centred care						
1. Patient is encouraged to share what he/she is seeking from the team to address its impact on self (daily living, mobility, engaging in family and community) and family [2.1]						
1. Patient and family member/chosen caregiver share how they have dealt with similar problems in the past, their perceived strengths and resources available to them and further information requested by the team [2.1]						
1. The patient and family member/chosen caregiver discuss potential care/service options and seek out from the team what care/service options are most likely to reach the set goals [2.3]						
1. The patient and family member/chosen caregiver articulate what practical outcomes they would like to see in terms of overcoming limitations to participation and seek out information about potential care/service options and gain clarity on most likely to help achieve their goals [2.4]						
5. The patient and family member/chosen caregiver are encouraged to share their understanding of how they will know when progress (using short progress is being made toward achieving their goals to enhance participation and select the means they will use to measure their short progress gains towards their goal achievement. (2.4/ 2.5]						

Workshop activity cont'd

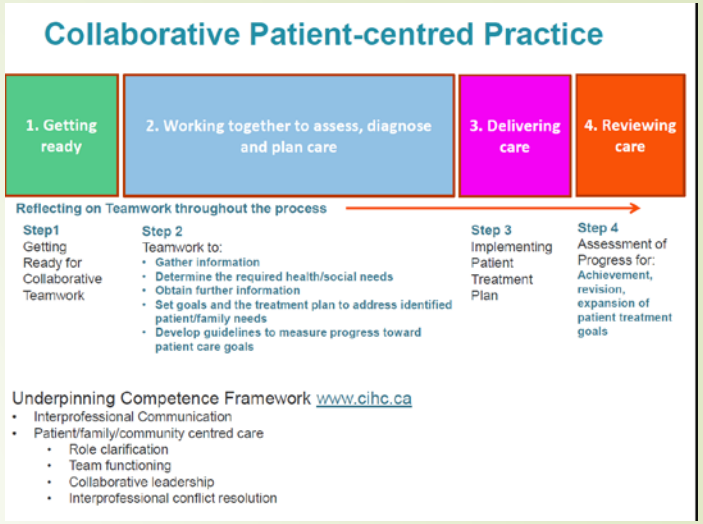
- Videoclip "Kathy" (focus is chronic pain)
- Clip takes 25 minutes
- As you view and listen to the clip please consider the ratings in the assessment tool and select your rating for each



Post video-clip…

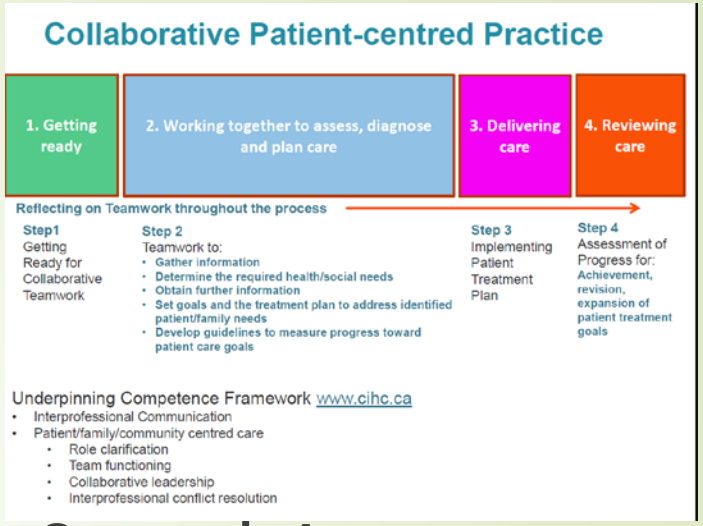
- We will provide you with a few minutes to complete your assessment of the audit items.

Feedback…



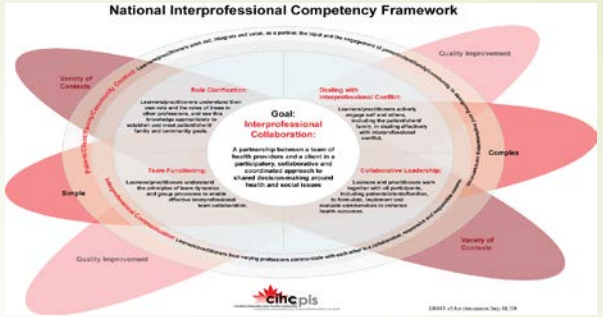
What do you believe is needed to result in an audit tool that will be useful to you?

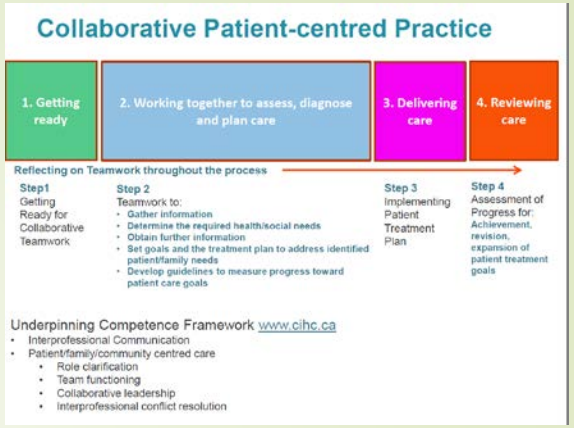
Next Steps…



- Refine Step 2 Audit Tool
- Complete Audit Tools for Steps 1, 3, and 4
- Development of guidelines for rating of items
- Development of Assessor Workshop
- Writing of monograph on the total process used in this work

Thank you…





- If you are interested in continuing to work with the CIHC International Working Group to complete this work and test these audit tools, please leave your business card with one of the workshop facilitators with a note on what you are most interest in working on.

- Contact information: corchard@uwo.ca