



# Collaboration and Controversy:

Dealing with Interprofessional Conflict



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# Overview

- Setting the Stage
- Components of Collaborative Care
- Barriers in Collaborative Care
- Solutions

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# Workshop Resources

- “Collaboration in Primary Care: A Professional Development Multi- Media Toolkit”
  - Office of Interprofessional Education, Univ. of Toronto
- “Facilitating Interprofessional Collaboration with Students”
  - Toronto Rehab Inst. and Office of Interprofessional Education, Univ. of Toronto



# Principles of Good Teamwork

- Engagement
- Communication mechanisms
- Knowledge
- Shared responsibility and workload
- Patient focus

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# Components of Collaborative Care

- Common vocabulary/ language
- Knowledge about others' skills, scope of practice
- Role blurring- benefits and challenges
- Professional Cultures and Stereotypes/ Labels

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# Elements of Collaborative Care

- Way et al. (2001) have identified seven essential elements for effective teamwork:
  - ✓ Cooperation
  - ✓ Assertiveness
  - ✓ Responsibility/Accountability
  - ✓ Communication
  - ✓ Autonomy
  - ✓ Coordination
  - ✓ Mutual Trust and Respect



# Barriers to Collaborative Care

## ■ Scenario 1

- In groups discuss the scenario and write your thoughts down on the provided sheets- 5 min
- Reconvene for group discussion

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# Barriers to Collaborative Care

## ■ Knowledge

- ❑ Terminology
- ❑ Roles Understanding
- ❑ Team Composition

## ■ Resources

- ❑ Workload constraints and time
- ❑ Physical Space
- ❑ External Support



# Barriers to Collaborative Care

## ■ Logistics

- Access to Team Members
- Record Keeping

## ■ Consequences

- Turf Wars
- Medico-Legal Concerns

## ■ Uncertainty regarding patient outcomes

## ■ Attitudes

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# Solutions to Overcoming Barriers

## ■ Scenario 2

- In groups discuss the scenario and write your thoughts down on the provided sheets- 5 min
- Reconvene for group discussion

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# Solutions to Overcoming Barriers

## **Improve Knowledge of Roles**

- Provide Socialization Opportunities for Team Members
- Hold Educational Sessions

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# Solutions to Overcoming Barriers

## **Foster an Environment for Collaboration**

- Maintain a Patient-Centred Approach to Collaborative Care
- Hold Regular Team Meetings
- Act as a Collaborative Care Role Model for New Team Members
- Ensure New Team Members Receive a Proper Orientation



# Solutions to Overcoming Barriers

## **Establish Protocols/Standards for Team Based Care**

- Maintain Clear Records and Establish Reliable Methods of Message Leaving & Retrieving
- Establish How Patient Appointments and Referrals Between Team Members Should be Made
- Advise Team Members on What Information Would be Useful When Making a Patient Referral
- Agree of How and When Communication Will Occur Between Professionals



## Other Resources

- [http://www.health.gov.on.ca/transformation/fht/fht\\_guides](http://www.health.gov.on.ca/transformation/fht/fht_guides)
- Moaveni, A., Nasmith, L., & Oandasan, I. (2006). Building Best Practice in Faculty Development for Interprofessional Collaboration: Continuing Professional Development Issues of Quality Initiative. A project funded by The Primary Health Care Transition Fund and the Federal Government of Canada