

INTERNATIONAL AFFAIRS & BEST PRACTICE GUIDELINES CENTRE

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GUIDELINES CENTRE

BECOMING A BETTER INTERPROFESSIONAL PRACTITIONER: HOW DOES IT HAPPEN? WHAT IS THE IMPACT?

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Overview

- Provide a description of RNAO and the Best Practice Guidelines Project
- Outline the principles, and benefits of Interprofessional Care
- Outline the benefits of a BPG on IPC
- Identify various models of Interprofessional Care within healthcare settings
- Identify multiple strategies for enhancing Interprofessional Care.

RNAO Background

- Professional association of Registered Nurses in Ontario, Canada
- The strong, credible voice leading the nursing profession to influence and promote healthy public policy, and clinical excellence
- Best Practice Guidelines is a signature program of RNAO



International Affairs and Best Practice Guideline Centre Mandate

Funded by the Ontario Ministry of Health and Long-Term Care since 1999 to:

Develop, disseminate, and actively support the uptake of evidence-based clinical & healthy work environment best practice guidelines and to **evaluate their impact** in patient/organizational and health system outcomes.



RNAO Best Practice Guideline (BPG) Clusters

Systematic Reviews

- Assist with the Guideline Development Process (editing & assigning levels of evidence)
- Conduct Systematic Reviews: Screening, Data extraction, Quality Appraisal, Thematic Summaries
- Assist with systematic review manuscript writing
- Provide research expertise at panel meetings
- Provide project support.

Addictions & Mental Health

- Integrating Smoking Cessation into Daily Practice
- Supporting Clients on Methadone Maintenance Therapy
- Assessment and Care of Adults at Risk for Suicidal Ideation and Behaviour
- Crisis Intervention
- Substance Use and Related Issues
- Youth Mental Health and Additions

Clinical Management

- Risk Assessment and Prevention of Pressure Ulcers
- Assessment and Management of Stage I to IV Pressure Ulcers
- Assessment and Management of Venous Leg Ulcers
- Assessment and Device Selection for Vascular Access
- Care and Maintenance to Reduce Vascular Access Complications
- End-of-Life Care During the Last Days and Hours
- Assessment and Management of Pain
- Oral Health: Nursing Assessment and Intervention
- Promoting Safety: Alternative Approaches to the Use of Restraints

Chronic Disease

- Ostomy Care and Management
- Strategies to Support Self-Management in Chronic Conditions with Clients
- Decision Support for Adults Living with Chronic Kidney Disease
- Nursing Care of Dyspnea: The 6th Vital Sign in Individuals with COPD
- Nursing Management of Hypertension
- Subcutaneous Administration of Insulin in Adults with Type 2 Diabetes
- Reducing Foot Complications for People with Diabetes
- Assessment & Management of Foot Ulcers for People with Diabetes
- Stroke Assessment Across the Continuum of Care
- Adult Asthma Care: Promoting Control of Asthma

Healthy Work Environment

- Collaborative Practice Among Nursing Teams
- Developing and Sustaining Nursing Leadership
- Developing and Sustaining Effective Staffing and Workload Practices
- Managing and Mitigating Conflict in Health-Care Teams
- Preventing and Managing Violence in the Workplace
- Preventing and Mitigating Nurse Fatigue in Health Care
- Professionalism in Nursing
- Embracing Cultural Diversity in Health Care: Developing Cultural Competence
- Workplace Health, Safety and Well-Being of the Nurse
- Developing and Sustaining Interprofessional Health Care: Optimizing patients/clients, organizational, and system outcomes

Older Adults

- Promoting Continence Using Prompted Voiding
- Prevention of Constipation in the Older Adult Population
- Prevention of Falls and Fall Injuries in the Older Adult
- Abuse and Neglect of Older Adults
- Caregiving Strategies for Older Adults Living with Delirium, Dementia and Depression
- Screening for Delirium, Dementia & Depression in Older Adults

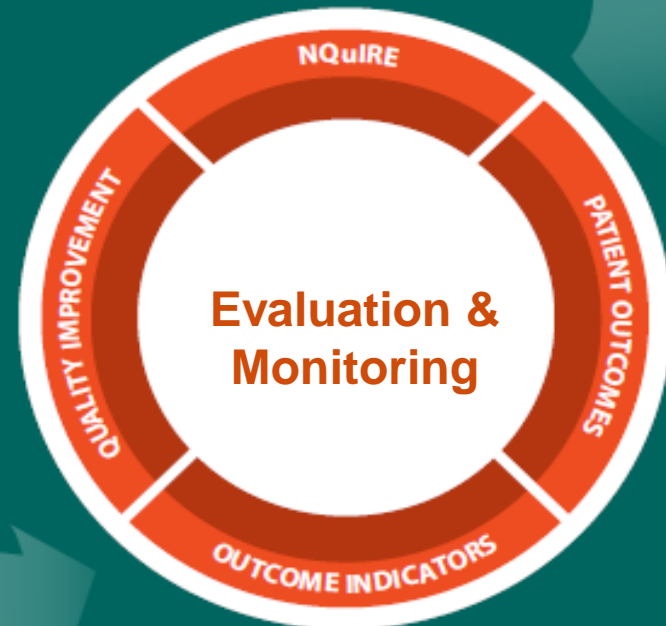
Resources:

- Long-Term Care Best Practices Toolkit
- Toolkit: Implementation of Best Practice Guidelines, 2nd Ed.

Healthy Work Environment

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INTERNATIONAL AFFAIRS &
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PROGRAM COMPONENTS



RNAO Best Practice Guideline Program

RNAO's BPG Implementation Methodology

– Individual Level

- Champion Network®
- Learning Institutes
- eLearning programs
- Resources for mobile technology
- Nursing Order Sets

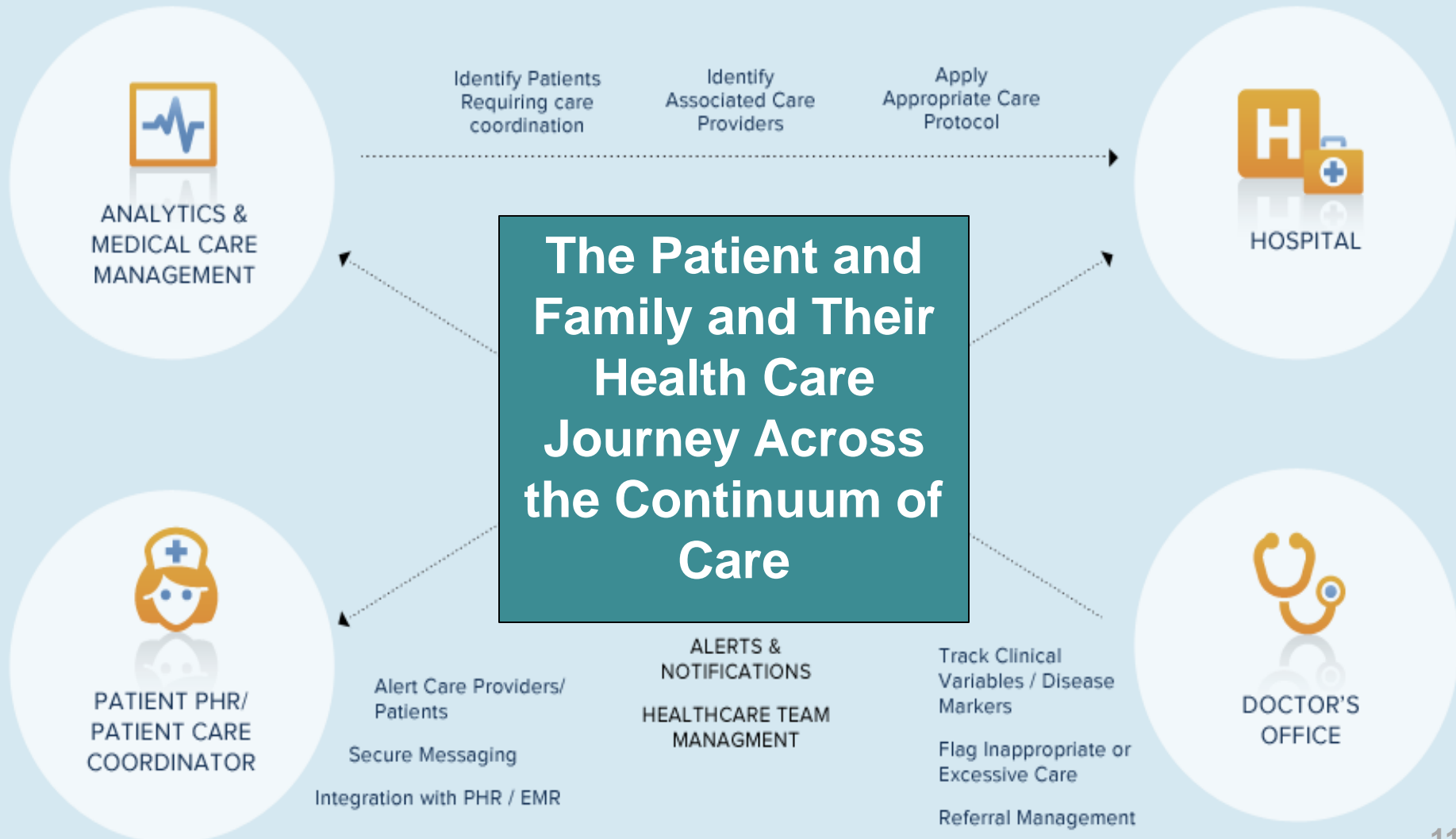
– Organizational Level

- Best Practice Spotlight
Organization® Designation

– System Level

- Implementation Projects





Interprofessional Care

Interprofessional Care is defined as:

“the provision of comprehensive health services to patients by multiple health caregivers who work collaboratively to deliver quality care within and across settings”

(Council of the Federation, (Canada), 2007)

Why Interprofessional Care and Why an Interprofessional Care BPG?

- Professional Legislation & Standards
- Undergraduate preparation of healthcare professionals
- Patient Demand
- Links to patient safety



Key Themes: Principles of Interprofessional Care

- Client-Centred Care
- Evidence-informed decisions for quality care
- Access
- Epidemiology
- Social Justice and Equity
- Ethics

Key Themes: Models of IP Care

- Case Management
- Multidisciplinary Teams
- Primary Health Care Teams
- Nurse/Physician Tandem Practice
- NP led clinics
- Academic Family Health Team



Key Themes: Pillars of Interprofessional Care

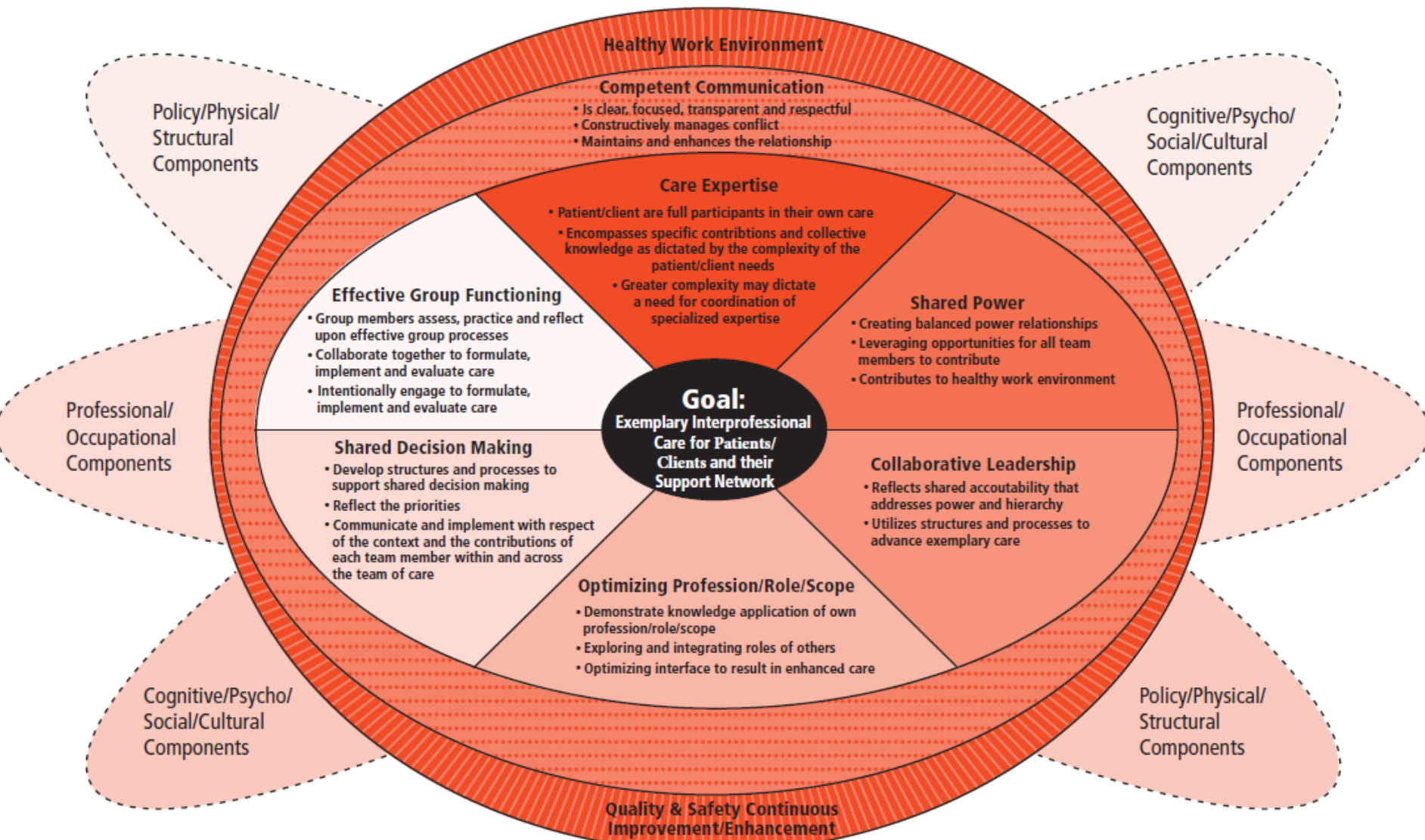
- Interdependence
- Newly created professional activities
- Flexibility
- Collective ownership of goals
- Reflection on process

- Bronstein (2003)

Key Themes: Reflected in the RNAO Best Practice Guideline Model of IPC

- Care Expertise
- Shared Power
- Collaborative Leadership
- Optimizing Professional Role and Scope
- Shared Decision Making
- Effective Group Functioning

Conceptual Model for Developing and Sustaining Interprofessional Health Care*



*Adapted from the National Competency Framework and the RNAO Model for Healthy Work Environments for Nurses

Imperative of Interprofessional Care

- Interprofessional care acknowledges that the patient is at the centre of care and that each professional group has specific areas of focus, knowledge, and skills that they use when providing discipline specific interventions and care to the patient. The planning, delivery, and evaluation of care is collaborative, and incorporates specific knowledge and skills from the interprofessional team.

Individual Antecedents

- Trust
- Role awareness
- Interpersonal relationship skills
- Willingness to collaborate
- Confidence in one's professional role
- Interprofessional education (IPE)
- Flexibility
- Mutual respect



Organizational Antecedents

- Resources, staff training, professional development
- Leadership support
- Organizational philosophy/values participation and interdependence
- Opportunities to meet (time & work design)
- Co-location of team members
- Organizational structure
- Coordination mechanisms

System Antecedents

- Health policy and legislation
- Professional standards of practice
- Education system
- Social system
- Cultural system
- Demonstrated need to improve the delivery of health care services

Benefits of IPC for the Professional and Health Care Provider

- increased job satisfaction
- increased self-confidence & professionalism
- increased participation in decision-making
- improved knowledge
- increased understanding of roles
- social service providers
- shared responsibilities

Benefits for the Organization

- Cost containment
- Improved staff productivity & efficiency
- Effective use of personnel
- Decreased staff turnover
- improved care coordination
- increased innovation

Benefits for the Patient

- improved quality of care, health and life
- decreased mortality
- patient satisfaction
- decreased hospitalization or readmission
- more comprehensive care plans

Barriers and Facilitators to IPC



Strategies for Enhancing IPC



Resources for IPC

Internal Resources	External Resources
<p>The unit, program level</p> <ul style="list-style-type: none">• Organization level• Training and development staff• Professional practice leaders	<p>What are some external resources?</p> <ul style="list-style-type: none">• Professional associations• University of Toronto, Centre for Interprofessional Education• Canadian Interprofessional Health Collaborative

Moving Forward



IPC BPG: Organizational Recommendations

- Provider organizations commit to shared
- Organizations create a culture which enables practice-based IPC
- Acknowledging and transforming power & Hierarchy
- Development of leaders
- Development of enabling corporate operational supports
- Developing a HR plan to allow for dedicated time

IPC BPG: Organizational Recommendations

- Interprofessional education in a life-long learning organization
- Building effective communication processes within and across healthcare organizations
- Support shared documentation systems that promote IPC
- Evaluation of IPC models and impacts

Strategies to Enhance IP Care

1. Interdisciplinary rounds
2. Case conferences
3. Team briefings and team meetings
4. Multidisciplinary staff education
5. Team-building training
6. Multidisciplinary quality improvement teams
7. Morbidity and mortality rounds
8. Self-assessment audits of team functioning

Strategies to Enhance IPC

- Add chiropractic and dental programs
- Team Building for Integrative care / interprofessional care
- Interprofessional education Initiatives
- Partner with educational institutions to increase care and minimize costs

Respect in the Workplace

- Recognize the inherent worth of all with whom you work
- Eliminate derogatory words and phrases from your vocabulary
- **S**peak with people-not at them- or about them
- **P**ractise empathy
- **E**arn the respect of colleagues and co-workers through your behaviours
- **C**onsider your impact on others before speaking and acting
- **T**reat everyone with dignity and courtesy

(Source: Start Right, Stay Right, Walkthetalk.com as in BPG p. 84)

IPC BPG: Individual/Team Recommendations

- Commitment to IPC teams and care delivery
- Support development of IPC culture
- Accountability for effective communication and conflict resolution with team members
- Engaging in IPE programs to enhance IPC knowledge and skills
- Support the ongoing IPC needs of health and social services professionals and students

Developing Your IPC Skills

- Effective communication skills
- Collaborative leadership skills
- Conflict resolution skills
- Understanding your role and other professionals' roles
- Understanding stages of team development
- Sharing power
- Challenge assumptions – don't be afraid to ask “why”

In summary

- Interprofessional care offers benefits to patients, professionals, organizations, & the healthcare system
- Leadership and organizational support is necessary for IPC to be successful
- Being on a team does not equal IPC
- The RNAO BPG on Interprofessional care provides evidence based recommendations to guide individuals, organizations and systems in making IPC a reality.

Build it...they will come



“Through collaboration, practitioners can enhance their ability to identify clients’ strengths, abilities and participation aspirations”
Emily Etcheverry, Director
School of Medical Rehabilitation

Thank You
Questions and Discussion

www.rnao.org