

The Interprofessional Team Case Conference: Putting Together Pieces of the Collaborative Practice Puzzle

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Presentation Objectives

At the completion of this presentation the participants will be able to:

1. Describe the goals and how to structure an Interprofessional Team Case Conference (IPCC)
2. Recognize challenges and opportunities for implementing a IPCC, and
3. Identify two tools/methods of evaluating an IPCC

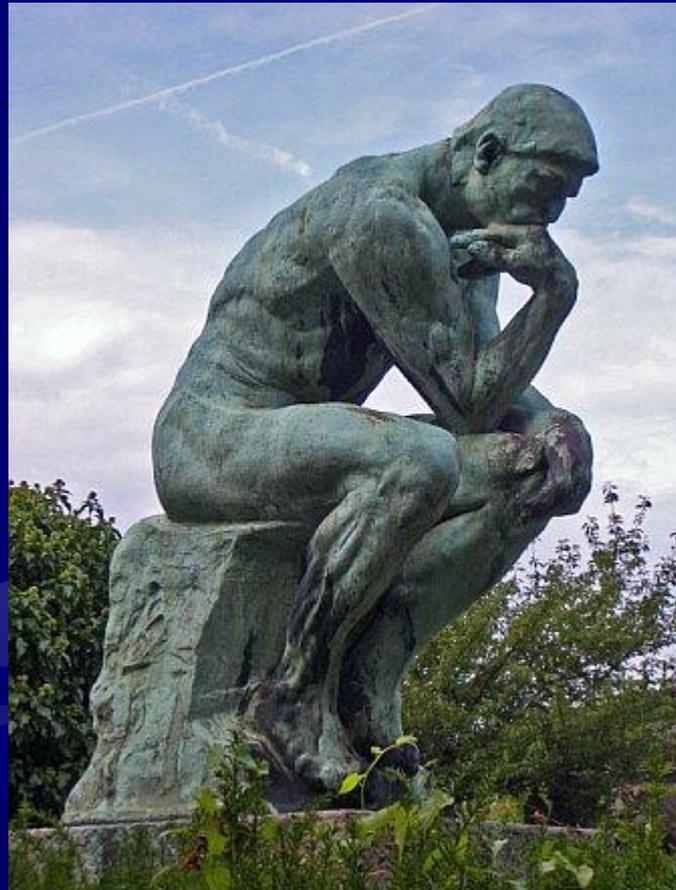
Outline

- Definition –Interprofessional Team Case Conference (IPCC)
- Overview of our experiences at TWH and SJHC
- Discussion – questions, challenges and opportunities you see at your sites
- Evaluation methods and outcomes

What is IPCC ?

- A regular gathering of the whole primary health care team - MDs, RNs, NPs, HCPs, residents, and clerical staff (clinical and administrative) to problem solve around a specific patient.
- Frequency of IPCC
 - is site dependent
 - can be monthly, q 2 months, 5 x/year

Why ITCC/IPCC?



IPCC

Goals:

1. Enhance patient-centred interprofessional collaboration/education amongst team members (i.e knowledge, skills & attitudes)
2. Increase provider/team satisfaction
3. Improve patient care

Objectives:

1. Increase understanding of the roles of other health professionals
2. Implement a communication mechanism that facilitates interprofessional collaboration
3. Provide coordinated and timely patient-centred care

TWH Family Health Team

U of T Academic Site

Undergraduate, Postgraduate & Other Health Professionals

Our Health Care Teams

Chiropracist

Family Physicians

Nurse Practitioners

Pharmacists

Staff Receptionists

Social Workers

Health Promoter

Nurses

Medical Students

Family Medicine Residents

Nursing & Health Prof. Learners

SJHC Urban Family Health Team (UFHT)

U of T Community Academic Site

Undergraduate, Postgraduate & Other Health Professionals

Our Health Care Team

Family Physicians

Dietician

Pharmacist

Staff Receptionists

Social Worker

Mental Health Outreach Worker

Nursing & Health Professional Learners

Nurses

Nurse Practitioner

Patient Education Specialist

Family Medicine Residents

Medical Students

Structure of IPCC

1. Updates on previous discussed patients (5 min)
2. Team member presents essential information (5 - 10')
 - Medical/psychosocial history
 - Providers/Patient concerns/goals
 - Key questions for team
3. Clarification of information presented (5 min)
4. Team identifies an interprofessional care plan (15 min)
5. Team develops top 2 - 3 priorities for the next 1 - 2 patient visits (5 min)
6. Team reflection & evaluation (5 – 10 min)

SJHC UFHT IPCC Form

UFHT St. Joseph's Health Centre Interprofessional Case Conference Note

Presenter:

Primary provider:

Facilitator:

Recorder:

Team members present:

Summary of Issues/Concerns

1. •
2. •
3. •
- «4. •»
- «5. •»

Strategies/Resources

1. •
2. •
3. •
- «4. •»
- «5. •»

Staff/Dept/Agency Involved

1. •
2. •
3. •
- «4. •»
- «5. •»

Team Members Feedback Form

**Toronto Western FHT
IP Case Conference
Pod Member's Feedback Form**

Date _____

Pod # _____

	Yes	No	Comments
Did you get an opportunity to provide input into the discussion or care plan?			
Were pod members encouraged to contribute to the discussion?			
Were there the opportunities for different viewpoints to be expressed during the case conference?			
Conflicting points of view were expressed and considered in the decision making.			
Do you think that the IP conference will enhance the care of the patient discussed?			
Do you think that today's IP conference will enhance collaboration of health professionals/staff involved in the care of the patient?			
The conference began and ended as per the agreed upon schedule?			
What worked well about our meeting?			
What can be done to improve our meetings?			
How did your participation contribute to this meeting?			
Other Comments			

Team Collaborative Practice Record

IP Team Case Conference Pod Collaborative Practice Record

Instructions

The recorder is to identify at least one, if not more, collaborative practice issues that arise during the conference. At the end of the conference, the recorder will *briefly*: a) review the identified issues with the other pod members, and b) seek any additional collaborative practice issues from the pod members to be added to this form.

Date: _____

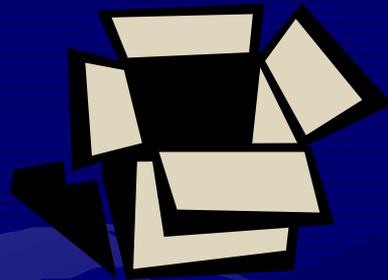
Pod #: _____

Collaborative Practice Issues	Yes	No	Comments/Clarify
Did the conference enhance the understanding or <i>clarify the roles</i> of health professionals or staff?			
Were there any approaches to <i>communication</i> amongst pod members that enhanced care?			
Did the pod identify any strategies that enhance <i>access</i> to health professionals? (i.e., FPs, nursing, allied health etc.)			
Were there any strategies identified by the pod that improved the <i>continuity of care</i> for patients?			
Did the pod identify any <i>continuing professional development</i> needs for pod members that would enhance collaborative practice?			

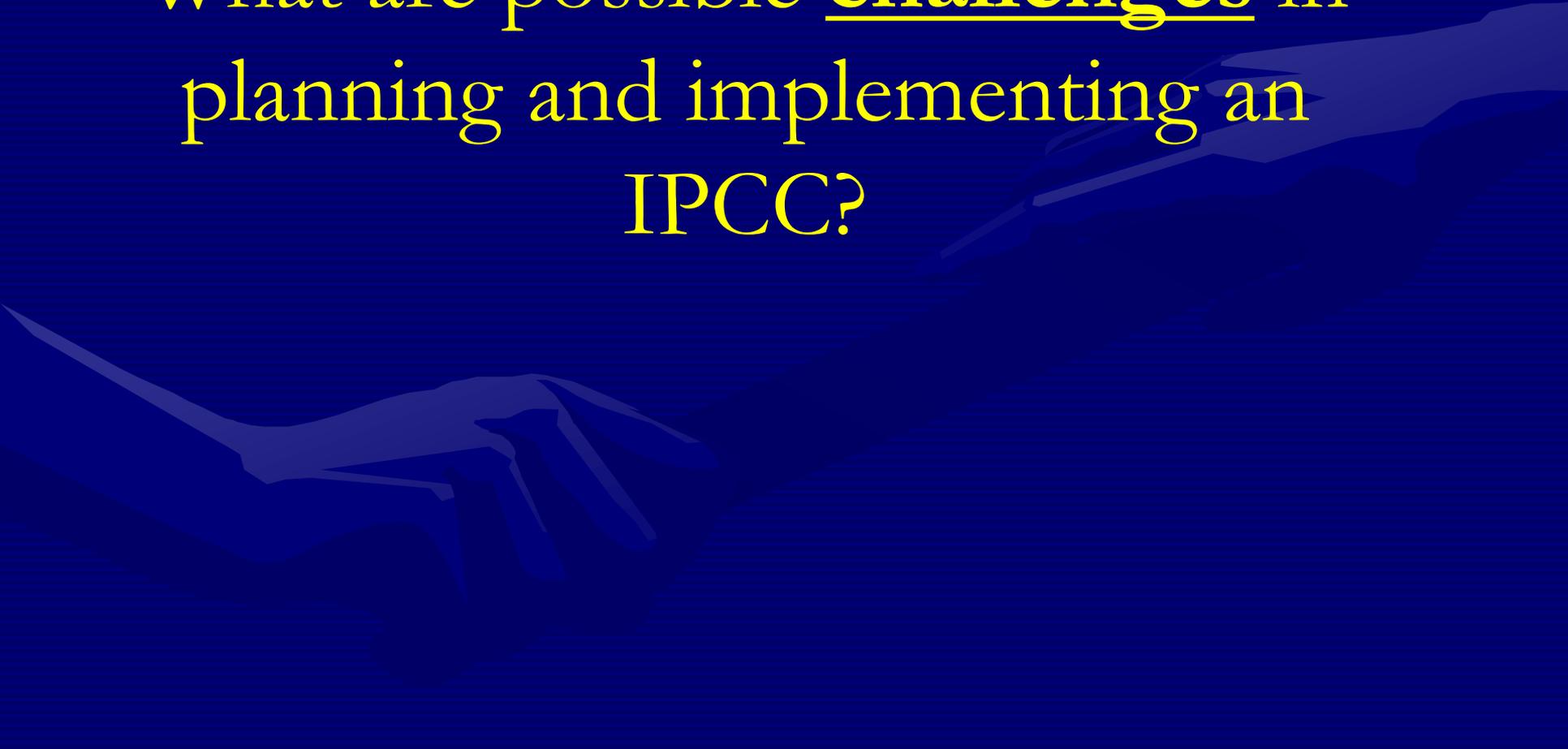
Next Steps

Please forward this form to Ian Waters, who will collate the information from all four pod team case conferences. The Pod Leaders will review any collaborative practice lessons learned from other pods at the monthly pod meetings.

Questions about the IPCC?



What are possible challenges in
planning and implementing an
IPCC?



IPCC Challenges

- Ongoing commitment of people and resources
- Sharing information learned in each team with all the teams
- Measuring improvement in collaborative practice
- Management of follow-up on roles/organization
- Difficulty integrating clerical & admin support staff
- Post IPCC follow up - re: patient care/outcomes

What are potential opportunities in
planning and implementing and
IPCC?



IPCC Successes

- Assists and supports primary care provider (often the presenter) & team re: complex patient care
- Increases the roles of team members from varied health care professions into care processes
- Reflection process flags collaborative practice systems issues
- Facilitates Faculty Development and CME events

St. Josephs UFHT Evaluation: 1 Year Later

- Questionnaire posted on Survey Monkey
- 8 Questions Likert Scale on following issues:
 - Understanding of roles
 - Equal participation
 - Feeling included
 - Collaboration
 - Improves quality of care
- 2 Open comment questions:
 - What I like best about IPCC
 - What I like least about IPCC

IPCC Evaluation Themes

Role Understanding

“I didn’t realize that our pharmacist could help” (TWH)

“Ideas from different members helps me learn from their knowledge and experience” (SJHC)

Team Collaboration

“Agreed upon common team goals” (TWH)

“I am not sure everyone agreed with the plan” (TWH)

“The group problem solving. Seeing the problem from a different perspective and hearing about resources I was unaware of...” (SJHC)

IPCC Evaluation Themes

Provider Satisfaction

“Everyone got a chance to express their opinion...” (TWH)

“I am not carrying the entire burden of care, and everyone has a particular role, and it will make a real difference to the patient's care” (SJHC)

Continuing Professional Development

“Capacity assessment training, good idea!” (TWH)

“We need a conflict management presentation” (TWH)

Improve the Quality of Patient Care

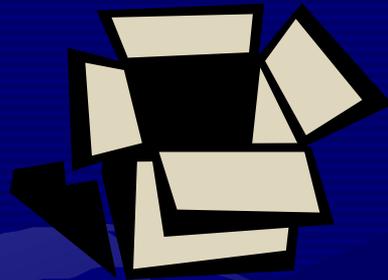
“With collaboration, the better we are able to help the pt. & our colleagues deliver care... get a new perspective on the case & new ideas to help them care for the patient.” (SJHC)

“The more info we have re complex patients the better we can case manage a patient as a team” (SJHC)

Key Take Home Messages

- IPCC can facilitate the development of collaborative practice teams including learners
- Structured evaluation of IPCCs is a critical component of developing and sustaining collaborative practice teams.

Questions



Thanks for coming!



Please complete your evaluations

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