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

Chiropodist                  Health Promoter
Family Physicians            Nurses
Nurse Practitioners          Medical Students
Pharmacists                  Family Medicine Residents
Staff Receptionists          Nursing & Health Prof. Learners
Social Workers
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)
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

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

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