



INTERPROFESSIONAL COLLABORATION, COMMUNICATION AND COGNIZANCE TOOL

For Senior Clients of CMHA Durham, their Caregivers and Service/Support Providers

a K&K design

Introduction

Our Concept

To encourage partnerships and collaborations amongst (senior) clients, their caregivers and their community service/support providers as members of an interprofessional team.

Our Purpose

To increase the quality of communication, to build awareness, and to encourage collaboration, therefore enhancing the senior client's own health and well-being by utilizing a holistic approach to client care.

The Importance

- Understanding, awareness and communication between all the members of interprofessional teams enhances both the access to, and the provision of services/supports through collaboration and shared care planning.
- Recognizing the members of interprofessional care teams helps to minimize complexities, increase team functioning, ensure better balance of care, and recognizes and promotes respect for each other.
- Recognizing that the complexity of most health issues requires a coordinated approach to understanding and management, interprofessional teams with strong communication techniques between partners can work together to meet senior client needs more effectively than teams that are working independently of one another.
- This collaborative approach will enhance and or create continuity of care, coordination of care, management of care, smoother transfer of information, elimination of duplication, and decrease incidents of misses or near misses.

Actions

The Framework

We promote an ongoing contributions from senior clients, their caregivers and community service/support providers by utilizing an interprofessional team approach that will build on existing evidence including, policies and procedures, documentation standards & legislation.

Ongoing knowledge and awareness building, especially between stakeholders will increase the potential for success and a positive shift in public, private and government perceptions while still maintaining client's "right of choice." This ongoing contribution and knowledge will positively contribute to the balance of care-care that is client directed and person centered.

Ongoing knowledge and awareness building occurs from the planning to the development and into the practice stages, including:

- Discussion Card Development
- Literacy Review – Based on research from the Durham District School Board
- Ethics Review – Discussion and review with our Agency's Ethics Advisor
- Facilitation Guidelines – Researched group facilitation Best Practices
- Board Development – Developed several templates and trial boards
- Participant Survey Feedback – See under Results
- Facilitator Survey Feedback – See under Results

Engagement

Current involvement has come from CMHA Durham's senior and peer client's, their caregivers and their service/support providers from within the Agency.

Future stakeholders and partners will be engaged through the sharing of project results, access to the tools involved with the project and through the experience of the facilitators themselves.

Evaluation

All participants are requested to complete a post survey. This survey consists of several scaling questions and comment response questions. In addition, the facilitators also complete an observation form following each experience.

The Tool

The Game Board

An interactive board game and discussion cards with the objective to identify senior clients, their caregivers and service/support providers as a major part of interprofessional teams, therefore increasing team understanding, awareness and communication.

The open playing board is framed by the hands joined around the board. These hands represent balanced collaboration of the Interprofessional team. All of the Discussion cards are placed conveniently within the board area as desired by players, as are the life events. Discussion cards represent each of the team members: client, caregiver, service/support provider.



Results

Measured utilizing Participant Post Survey Scale (1-10) Results and Comments as well as the Facilitator Feedback Results following each of the Individual Group focused games and the Collaborated Group games.

The Highlights

- Only 6% of the Caregivers and 18% of the Service/Support Providers were under the age of 24
- 19% of Clients, 56% of Caregivers and 69% of Service/Support Providers were between the ages of 25 – 54
- 25% of Clients, 25% of Caregivers and 19% of Service/Support Providers were between the ages of 55 – 64
- 56% of Clients and 13% of Caregivers were over the age of 65
- 87% of participants felt the experience was beneficial/helpful by 8 or higher
- 89% of participants felt they gained new insight/knowledge by 8 or higher
- 80% of participants felt they learned just by participating by 8 or higher
- 68% of participants felt the experience was relevant by 8 or higher
- Participants stated that they benefited from the experience and "learned things they never knew before", "got me thinking about what I would do", "I got to see the other side of my job, to see things the way my clients view the services..."
- Participants stated that they intend to do things differently now, "I am going to open up more without fear", "...look at alternatives and options and find out what else might be available", "I am going to collaborate more..."
- Participants also suggested that others would benefit from this experience, "Everyone should play, it makes you feel good and you learn", "People that are unsure about asking for help or answers will hear from others about who to ask and what they can do", "It would be helpful for every new employee..."

We received many other comments from participants and will use the suggestions in both the promotion of this tool and in our future applications for funding support.

Challenges & Lessons Learned

Challenges

Coordinating the availability of game participants and the facilitators. We sent email invitations, made reminder phone calls and learned to be flexible with pulling unplanned participants into opportunities when cancellations occurred.

Lessons Learned

Senior clients, their caregivers and their community service/support providers are positively affected by the enhanced understanding, awareness, and by the open communication between these Interprofessional Teams.

Balance of care to us means that caregivers and community service/support providers have reduced burdens of care and reduced duplication of services and supports.

Having an effective, collaborating team with a strong team functioning approach to planning and problem solving means that everyone involved is positively effected:

Senior Clients and their Caregivers

- ✓ Increased ability to locate and access services/supports
- ✓ Receive appropriate supports as they are required
- ✓ Smoother transition of care and support occurs
- ✓ A culture of trusting service/support providers and one another is promoted

Service/Support Providers

- ✓ Increased ability to refer to/facilitate appropriate services and supports
- ✓ Smoother transition of care and supports
- ✓ Embrace a culture of inclusion and promotion to the value of client and caregiver collaboration
- ✓ Decrease/elimination of unnecessary "professional silos"
- ✓ Decrease/elimination of duplication of services and supports, therefore increasing the appropriate services as required

The Potential Impact

Increased understanding, awareness and open communication between these identified interprofessional teams will positively impact population health and the experience of care, simply through the increased health and well being of all individuals involved.

Each member of the interprofessional team will better understand the other. They will be more aware of supports and services as well as individual choices and the abilities/obstacles of the team. Team members will learn to expect and practice better communication.

Next Steps

We are looking at making this tool available to other community organizations, possibly online. We have had this Board Member and an individual from the Niagara and Halton Health Unit express willingness to share their expertise and resources to assist us in making this a reality.

Another "next step" will be applying for a grant through the New Horizons for Seniors program. This grant would allow for the costs of additional game boards, customized cards, and the resources required to reproduce the tool.

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