

Healthcare professionals' collaboration as a key to patient- centred care

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Student programme

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Disclosure of relevant financial relationships



Before starting ... let's introduce ourselves

Hello ... my name is
Antonella

I am a senior lecturer
in clinical pharmacy at
the Robert Gordon
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Aberdeen, Scotland

LET ME INTRODUCE MYSELF



I am originally from
Malta but moved to the
UK with my husband
around 18 years ago

From this



To this ...

- Using the chat function ... or if brave enough, turning camera on and speaking to the whole group
- Introduce yourself please
- Where are you from?
- Are you a student pharmacist? What year of your studies are you in?
- If in practice, where do you work and for how long have you been in practice?

Learning objectives

- To explain the advantages and disadvantages of applying a patient-centred approach in interprofessional collaboration
- To identify obstacles to interprofessional collaboration
- To solve problems that arise in relation to interprofessional collaboration

Session Overview

Define
collaboration
in healthcare

Importance
of
collaboration
in healthcare

Ways of
encouraging
effective
collaboration

Patient
perspectives

**Many
different
ways of
describing
collaboration
in literature**

Interprofessional collaborative practice ...
WHO

Multidisciplinary team working
Interdisciplinary team working

Seamless teamwork
Transfer of patient care

Definition of interprofessional collaborative practice

“Collaborative practice happens when multiple health workers from

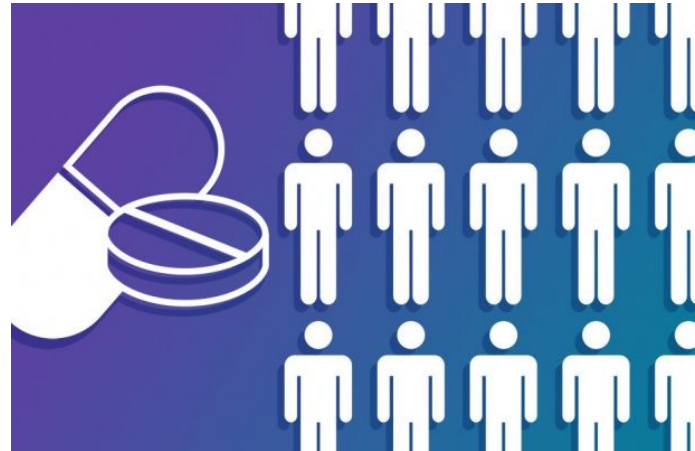
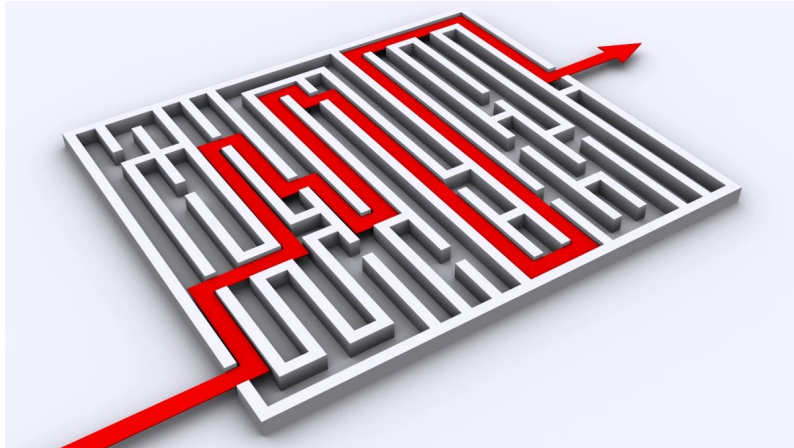
different professional backgrounds work together with patients,

families, carers and communities to deliver the highest quality of care

across settings” [WHO, 2011]

Why is healthcare professional collaboration so important?

Increased complexity and specialization of medicines



What is best practice? How do I stay updated?

Guidelines
New concept of
“Living network
guideline” in response
to COVID19

**Reporting of
clinical trials**



Why is healthcare professional collaboration so important?

Increasing elderly population



Increasing co-morbidities

Improved access to healthcare

A Change in the way healthcare is delivered due to the pandemic

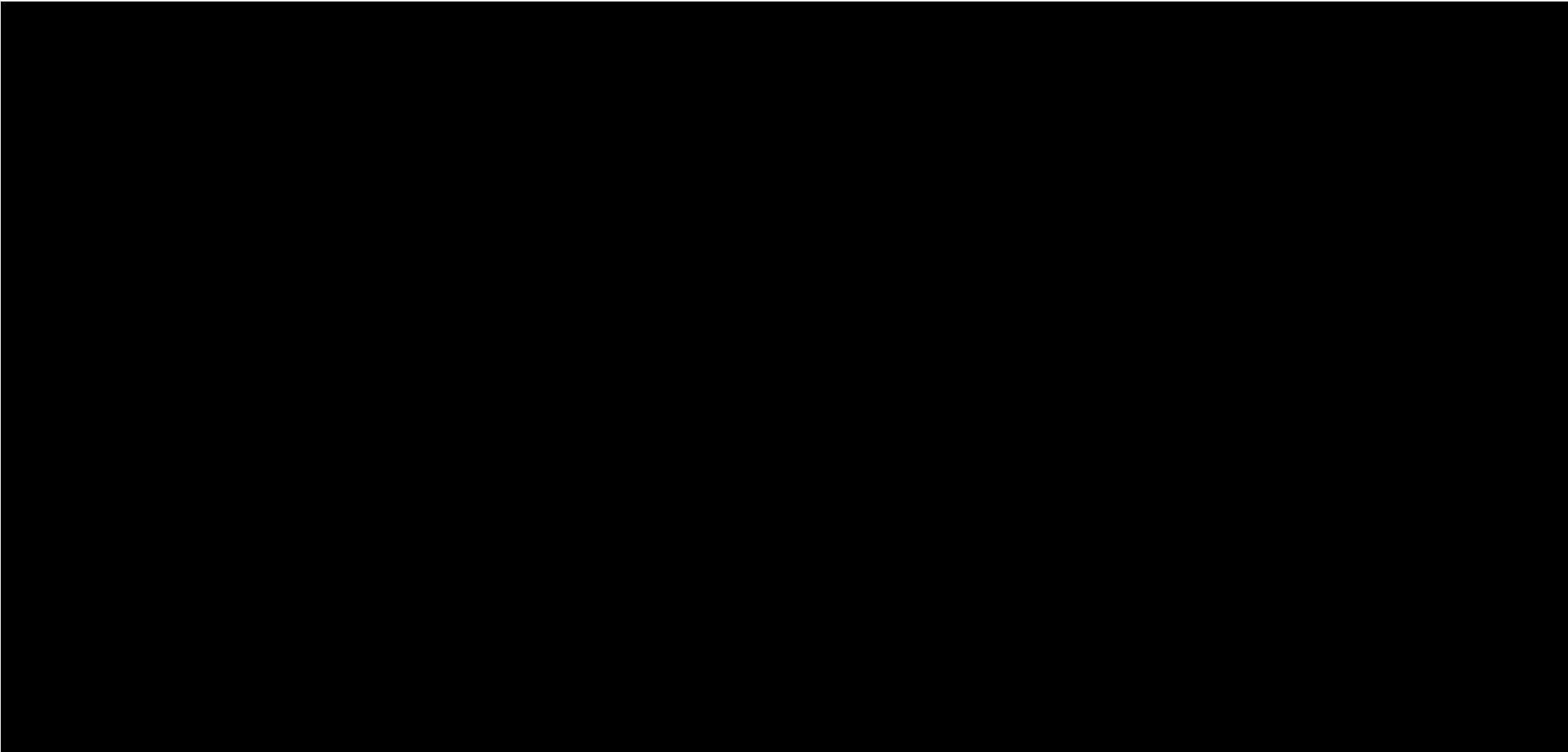
Increase in chronic diseases e.g. heart failure, renal disease, diabetes, hypertension

Let's watch the following clip together.

What areas of poor collaboration can you identify?

What can poor collaboration lead to?

Please share your thoughts using the chat function



Thoughts Please share



Poor collaboration

- Disorganized staff
- Disinterested staff
- Lack of respect for other members of the team
- Lack of patient centred care
- Lack of information
- Lack of good leadership
- No awareness of roles and responsibilities of other team members
- Lack of effective communication



Let's watch the following clip together.

What areas of good collaboration can you identify?

What are the advantages of good collaboration?

Please share your thoughts using the chat function

Part Two: Good collaboration

Thoughts Please share



What makes a collaboration effective?

- An awareness of the roles and responsibilities of others in the team
- Effective distribution of tasks
- Effective communication and particularly effective communication in a crisis
- Strengths and weaknesses of own profession – when is it important and when do we need to reach out to other disciplines
- Keeping patient interest at heart of collaboration throughout



Effective collaboration leading to greatness ...

<https://www.youtube.com/watch?v=aHSUp7msCIE>

A few general questions to gauge thoughts on topic

- Trust and respect within a team results in effective interprofessional collaboration
- Poor collaboration may lead to compromising patient safety
- Healthcare professional collaboration does not need to be tailored for each individual patient
- I am aware of the SBAR communication technique referred to in the You Tube clip



Applying this to a patient ... how aware am I of what other professionals can contribute to patient care?

Mrs HB is an 84 year old woman with osteoarthritis and is overweight. She has poor understanding of dietary requirements and weight loss.

- A referral to a physiotherapist is likely to provide her with accurate information about her diet. The physiotherapist is also likely to support her in obtaining weighing scales she could easily access.



Applying this to a patient ... how aware am I of what other professionals can contribute to patient care?

On speaking to her the hospital pharmacist finds out that she is struggling with taking her medicines at home finding her regimen very complex. She is particularly struggling with collecting her medicines from the pharmacy.



- It is a good idea for Bill Clinton, the hospital pharmacist to review her medication before hospital discharge
- The social worker, Annie Lennox, may be involved to organise a home support package for Mrs HB

Applying this to a patient ... how aware am I of the stage the patient is at in their journey? [this may differ depending on the healthcare system]

Mrs HB is admitted to hospital for elective surgery for a knee replacement. She has undergone rehabilitation with lots of input from the physiotherapist and is ready to go home.

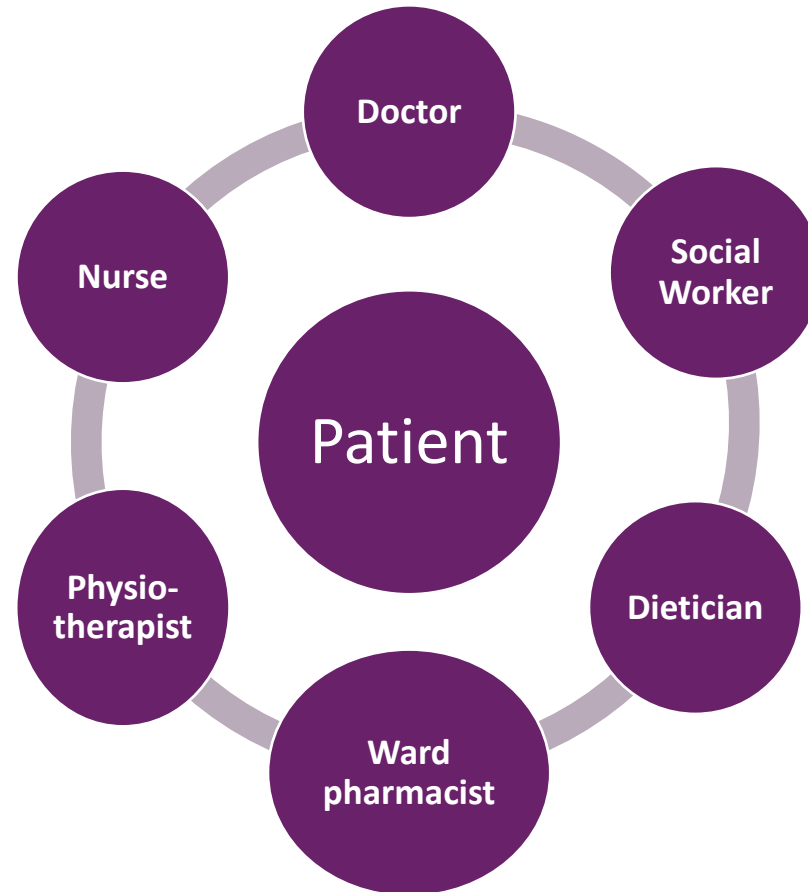
- Mrs HB is therefore in the acute phase of her patient journey.
- At this stage, the hospital pharmacist may think it is necessary to liaise with the community. This will allow a safer transfer of patient care.



Effective collaboration – enhancing patient care – some points to take home

- Where in your work [or work experiences] have you seen positive examples of interprofessional collaboration that enhance patient care?
- Are there any opportunities for interprofessional education within your University?
- How can you reach out to other professions so they are more aware of what you can contribute to the team?

**All contribute towards better care for patient ...
for example a hospital patient may be cared for by:**



The last word goes to the patient ...

<https://www.youtube.com/watch?v=iBLQnThJ6w0>

