VTC | Virginia Tech Carilion

Utilizing an Interprofessional Team to Support Holistic Care

JUSTIN WEPPNER

DO, MEd, FAAPM&R, CBIST

Section Chief, Physical Medicine & Rehabilitation
Medical Director, Carilion Clinic Brain Injury Center
Assistant Professor, Virginia Tech Carilion School of Medicine
Assistant Professor, Edward Via College of Osteopathic Medicine

Disclosures

I have nothing to disclose.

Patient cases are presented with written consent of the patient or their designated representative.

Do you feel that your current work environment supports effective interprofessional collaboration?

Strongly agree

0%

Agree

0%

Neutral

0%

Disagree

0%

Strongly disagree

0%

Do you feel that your current work environment supports effective interprofessional collaboration?

Strongly agree

##.##%

Agree

##.##%

Neutral

##.##%

Disagree

##.##%

Strongly disagree

##.##%

RESULTS SLIDE

Objectives

❑ **Recognize** the roles and responsibilities of different healthcare professionals within an interprofessional team to promote holistic patient care.

❑ **Describe** the necessary elements for evaluating team dynamics in an interprofessional healthcare setting.

❑ **Identify** strategies for overcoming barriers to effective collaboration in interprofessional healthcare settings.

Interprofessional Leadership in the Healthcare Environment

Patient Case

- 26-year-old male Army Soldier
- Assaulted
- Head trauma and subdural hematoma
- Right craniectomy

Interdisciplinary Healthcare Team Definition

"A group of individuals with diverse training and background who work together as an identified unit or system"

Healthcare Teams

- Multidisciplinary
- Interdisciplinary
- Transdisciplinary
- Relationship centered

Relationship-centered Organizations with Interdisciplinary Teams

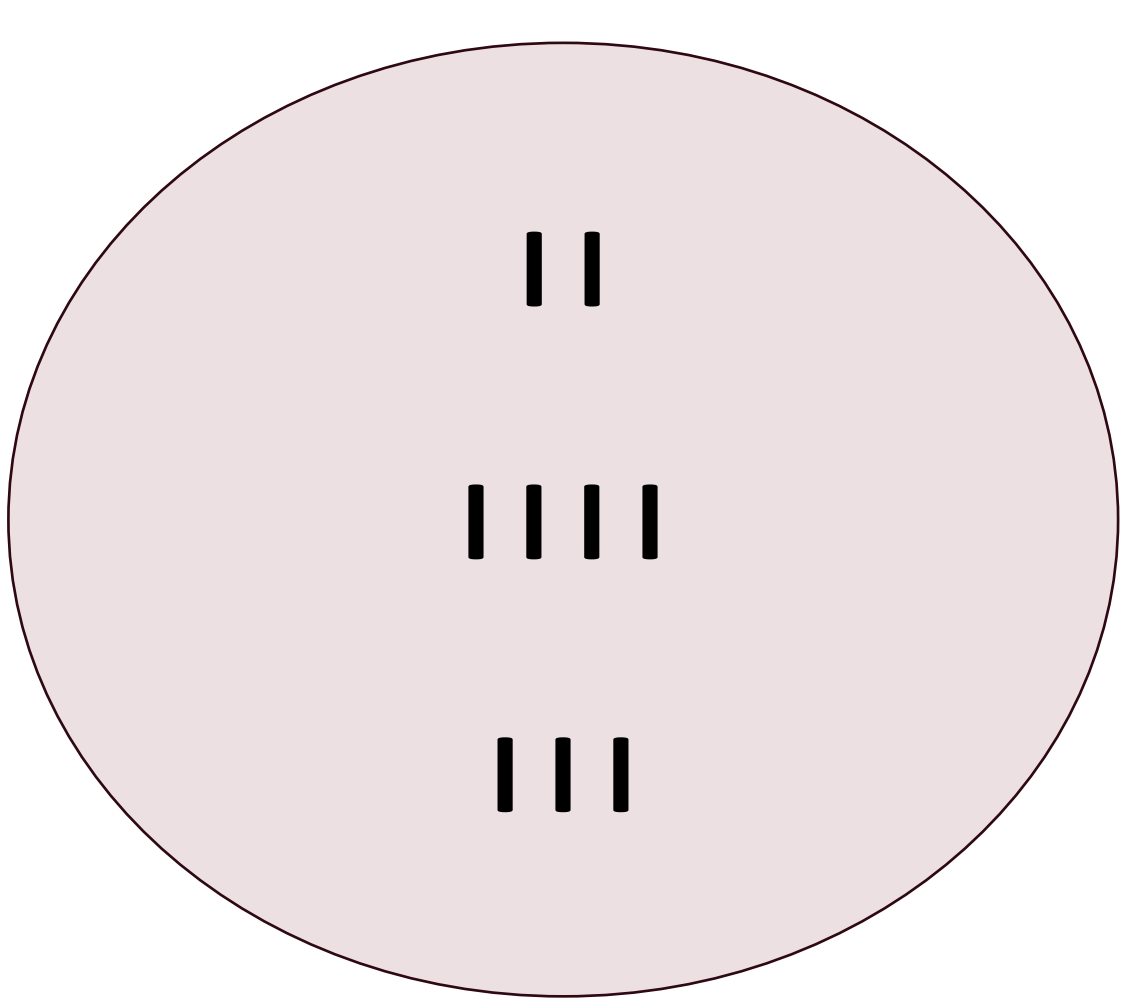
Increases

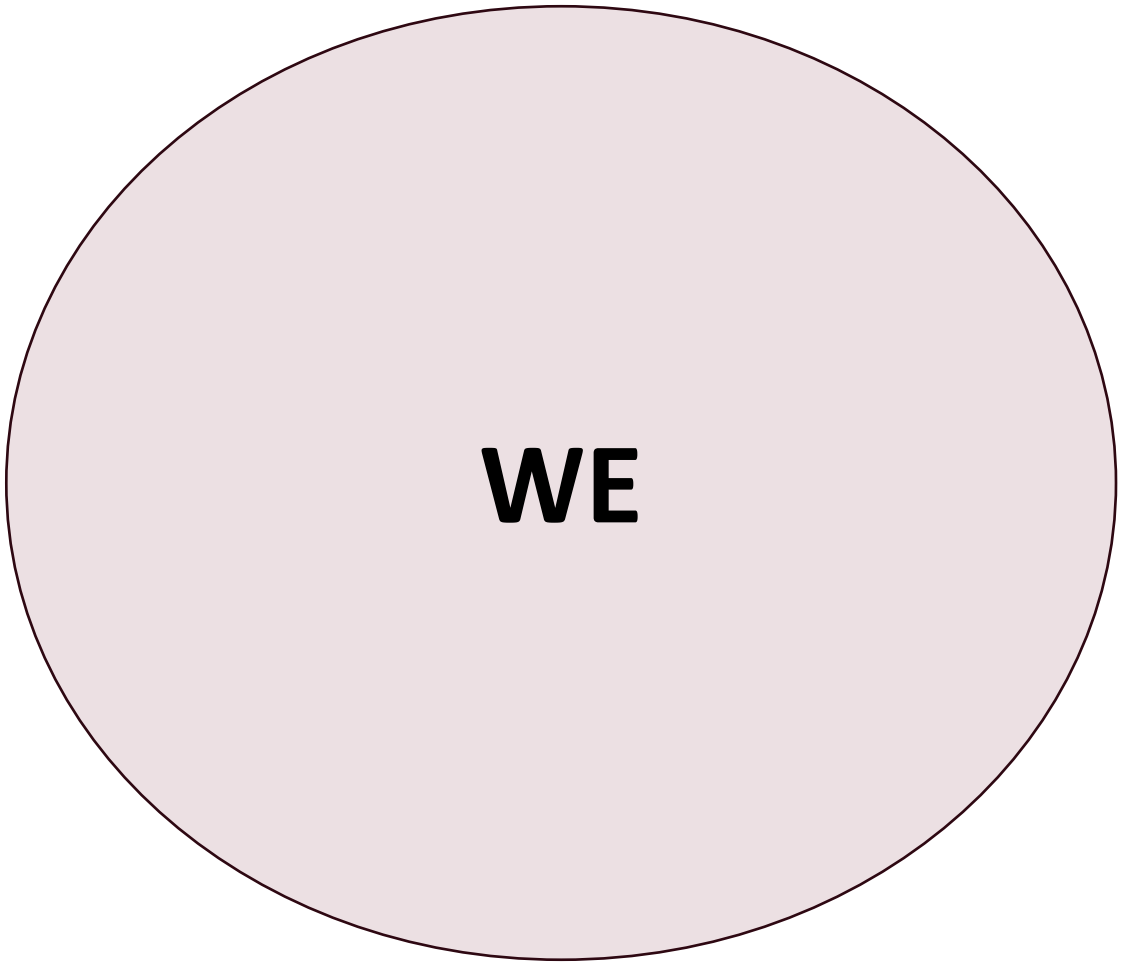
- Performance
- Quality of Care
- Clinical Outcomes
- Profitable

Decreases

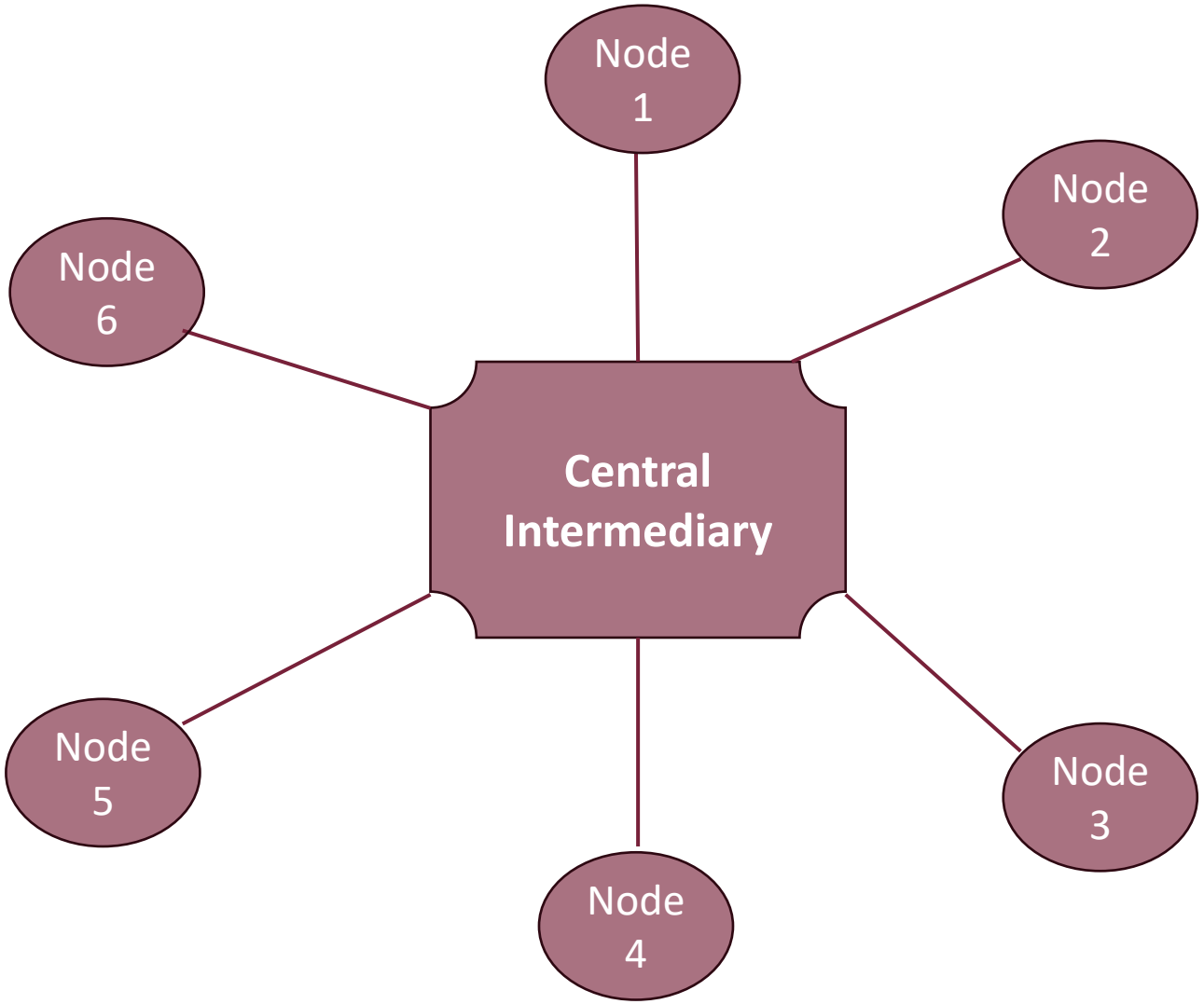
- Workloads
- Clinical Burnout
- Employee Turnover

The "I" vs. "We" Concept in Healthcare Teams





Centralized Versus Decentralized Communication Network



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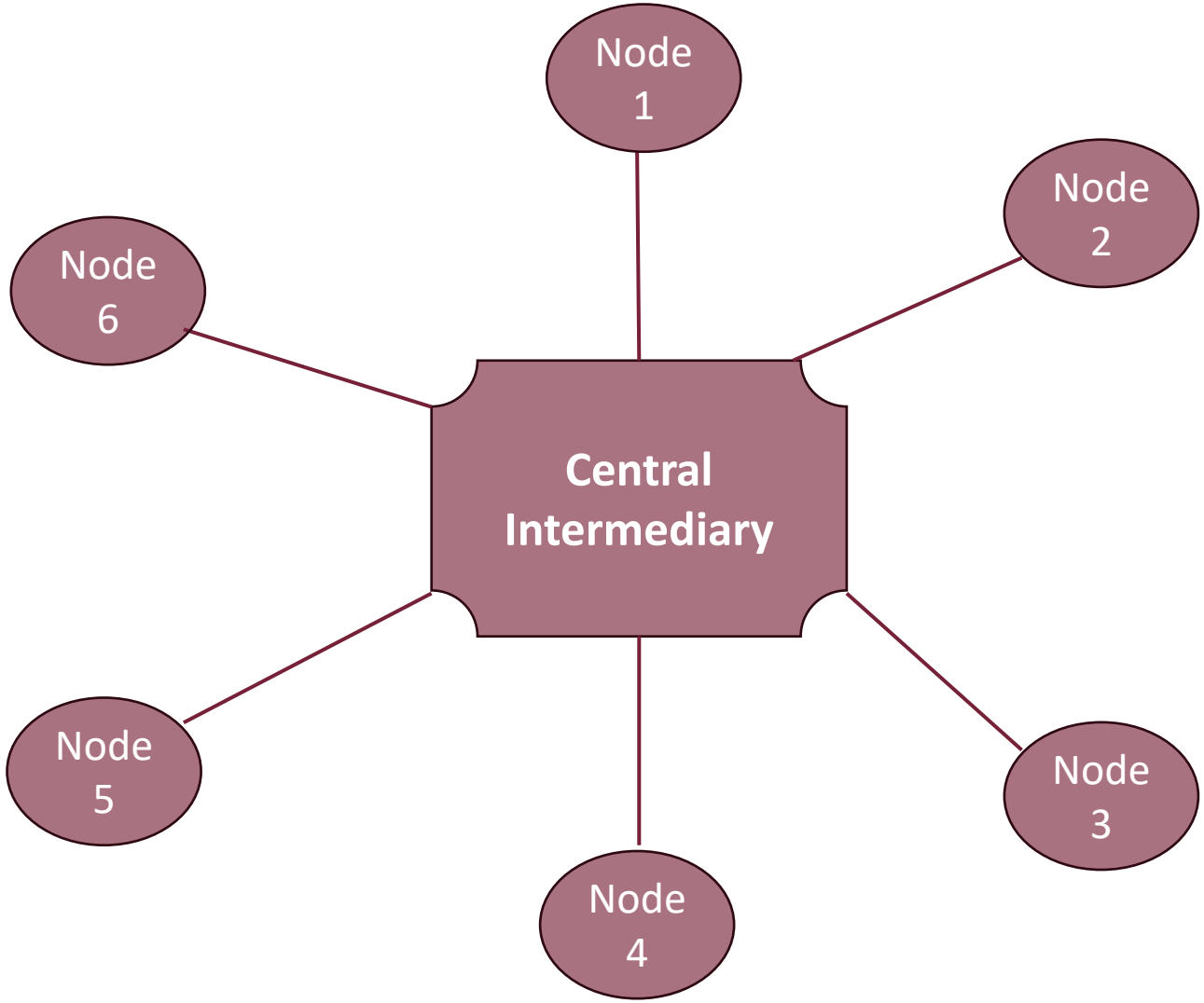

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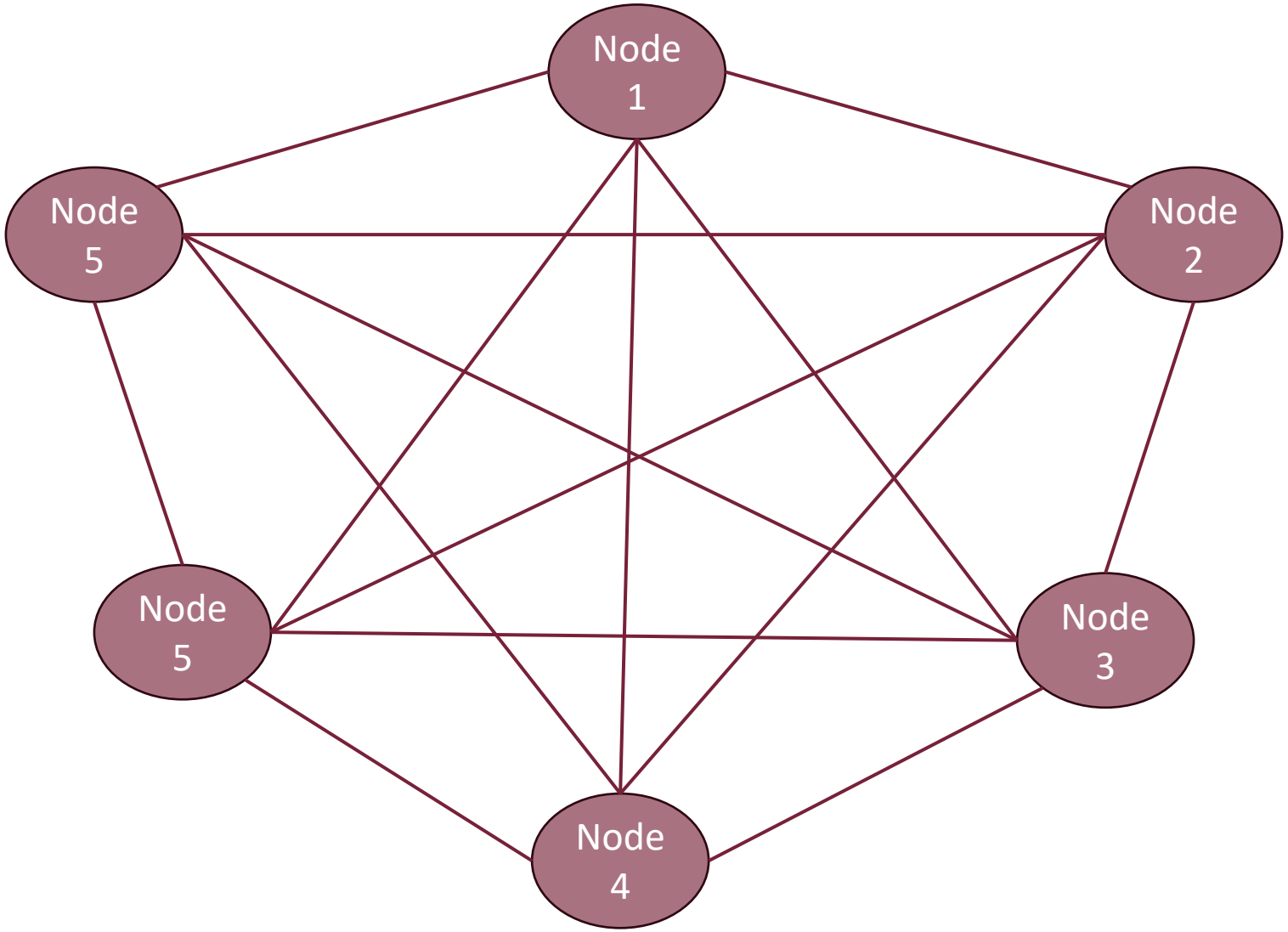

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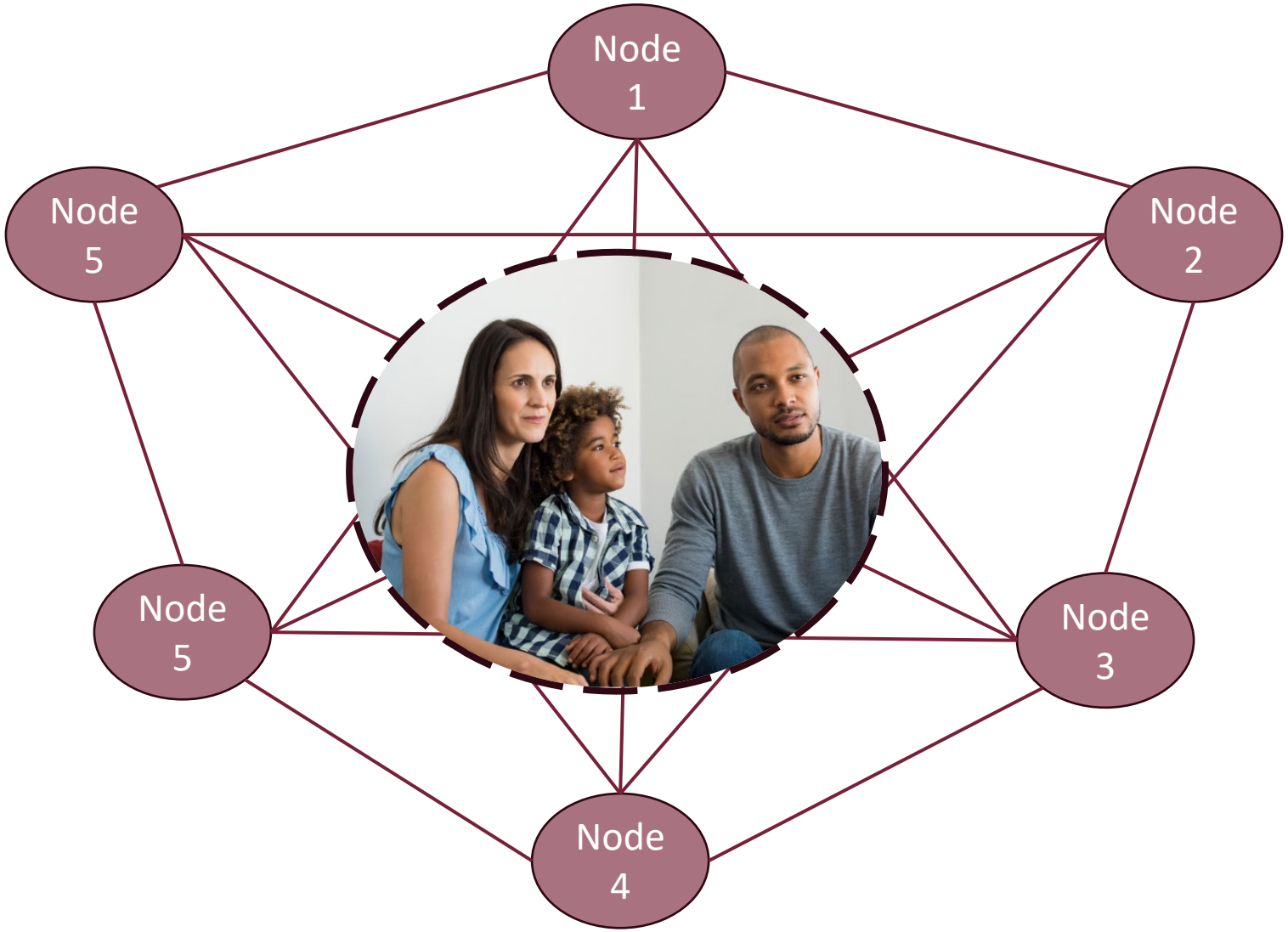

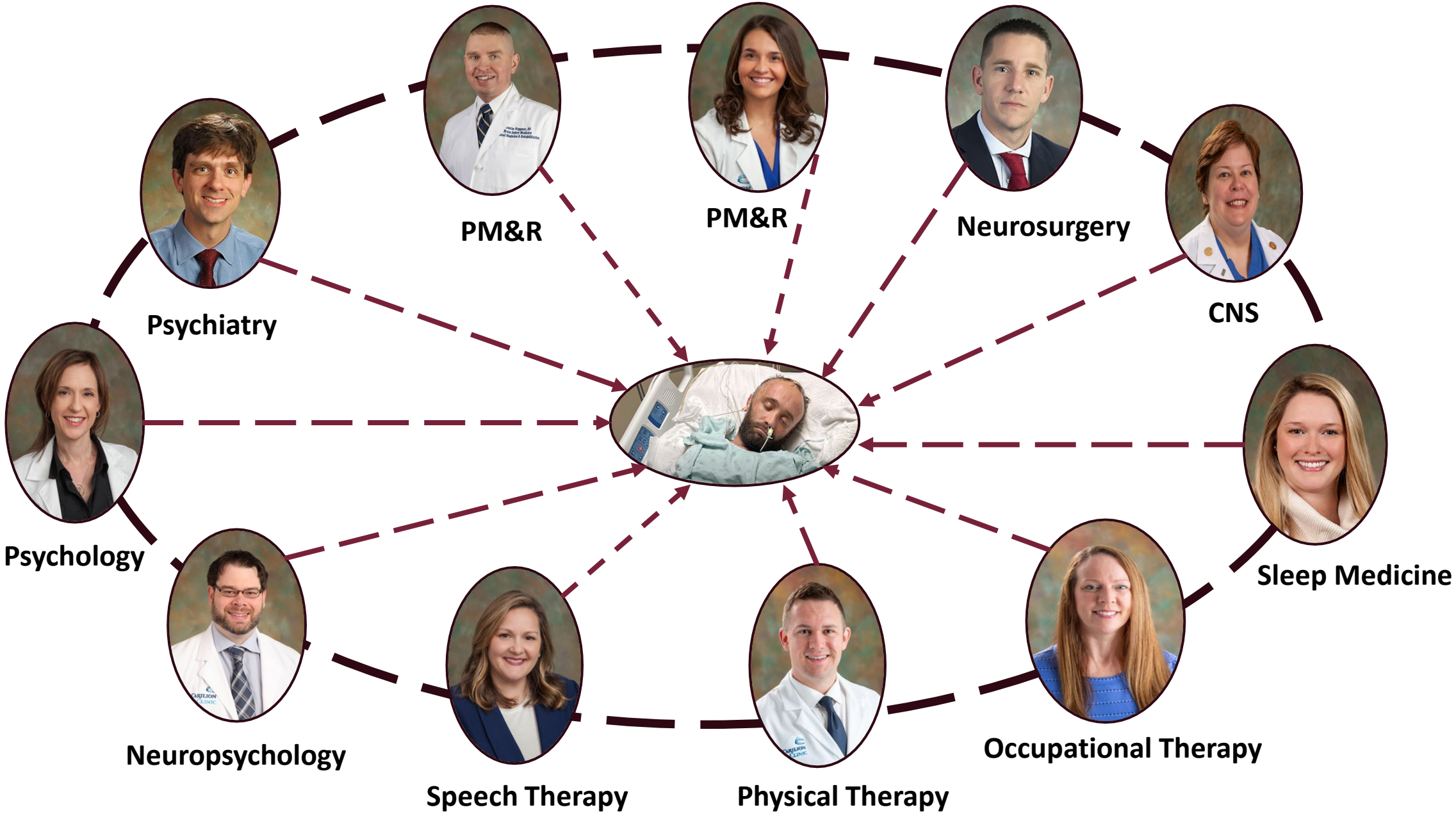
PM&R
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Neurosurgery
Psychiatry
CNS
Psychology
Sleep Medicine
Neuropsychology
Occupational Therapy
Speech Therapy
Physical Therapy

Collaboration Defined

- A process where healthcare teams work together to solve problems
- Communication and interprofessional partnering
- Sharing emotions and supporting each other
- Requires managing conflict and important conversations

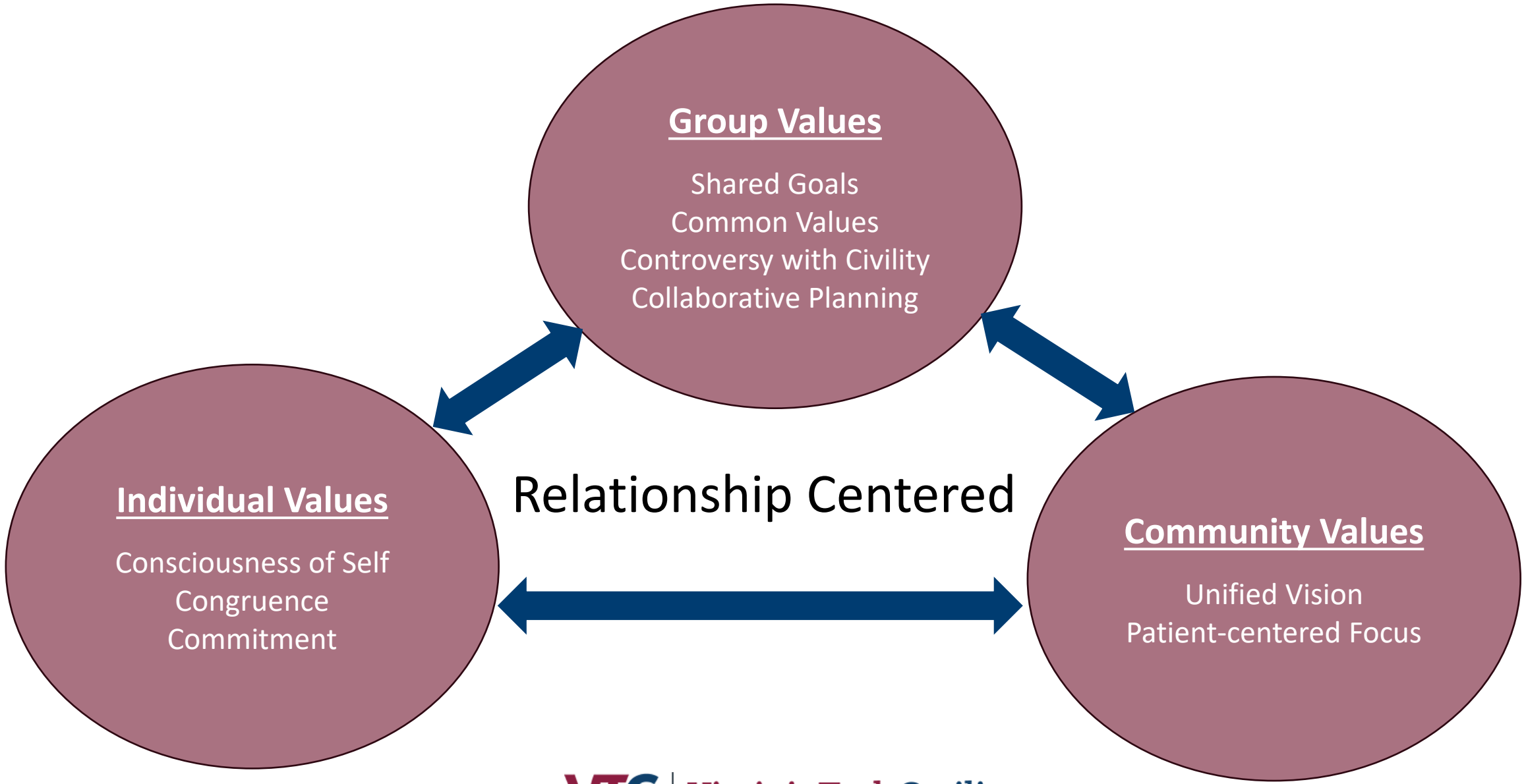
Collaboration Defined

What it is NOT:

- Parallel Communication
- Parallel functioning
- One-sided Compromise
- Faux Collaboration

Traits of Collaboration – Clinical Competence and Accountability

Traits of Collaboration – Common Purpose



Traits of Collaboration – Trust and Mutual Respect

Professional Integrity → Respect for Roles → Supportive Environment → Transparency

Sunnybrook Framework for Interdisciplinary Team Collaboration

Core Competency: Communication

- Exchanging information in a specific and timely manner
- Clearly identifies which members should give and receive specific pieces of information
- Communicates using common language

Core Competencies: Conflict Resolution

- Proactively addresses team conflicts within and across teams
- Listens open-mindedly to diverse opinions and ideas
- Discusses difficult issues and reaches mutually agreed solutions

Core Competencies: Shared Decision Making

- Creates and implements patient-centered interprofessional care plans
- Collaboratively decides on shared learning goals
- Designates accountability, especially in role overlap

Core Competencies: Reflection

- Dedicates time to ongoing team reflection
- Develops processes and tools to support ongoing team reflection
- Identifies and addresses successes and gaps in collaboration.
- Uses team development concepts to evaluate collective performance

Core Competencies: Role Clarification

- Members are able to articulate their role and/or scope of practice to others on the team
- Members actively seek understanding of the roles of others on their team
- Members recognize their limitations and consult with one another appropriately based on:
  - Knowledge
  - Skills
  - Roles
  - Scopes

Core Competencies: Interprofessional Values and Ethics

- Speaks positively about other roles and professions
- Creates a safe environment for members to speak up
- Considers values and ethics in team discussions

Patient Case

- Discharged from the hospital
- Spends 6 weeks in inpatient rehabilitation
- Starts outpatient therapies
- Initially is progressing well
- Functional Decline

PM&R

Neurosurgery

Speech Therapy

Occupational Therapy

Physical Therapy

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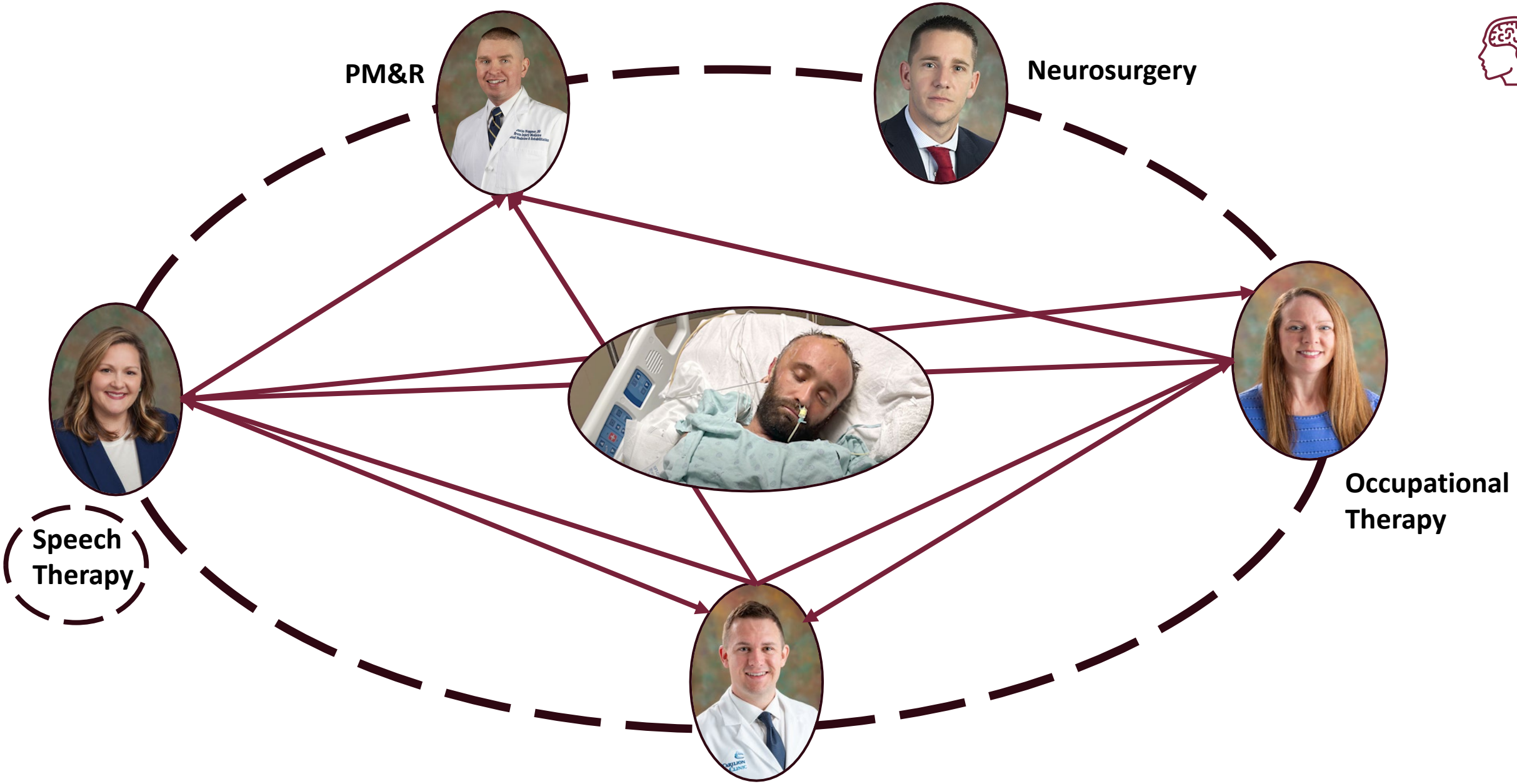
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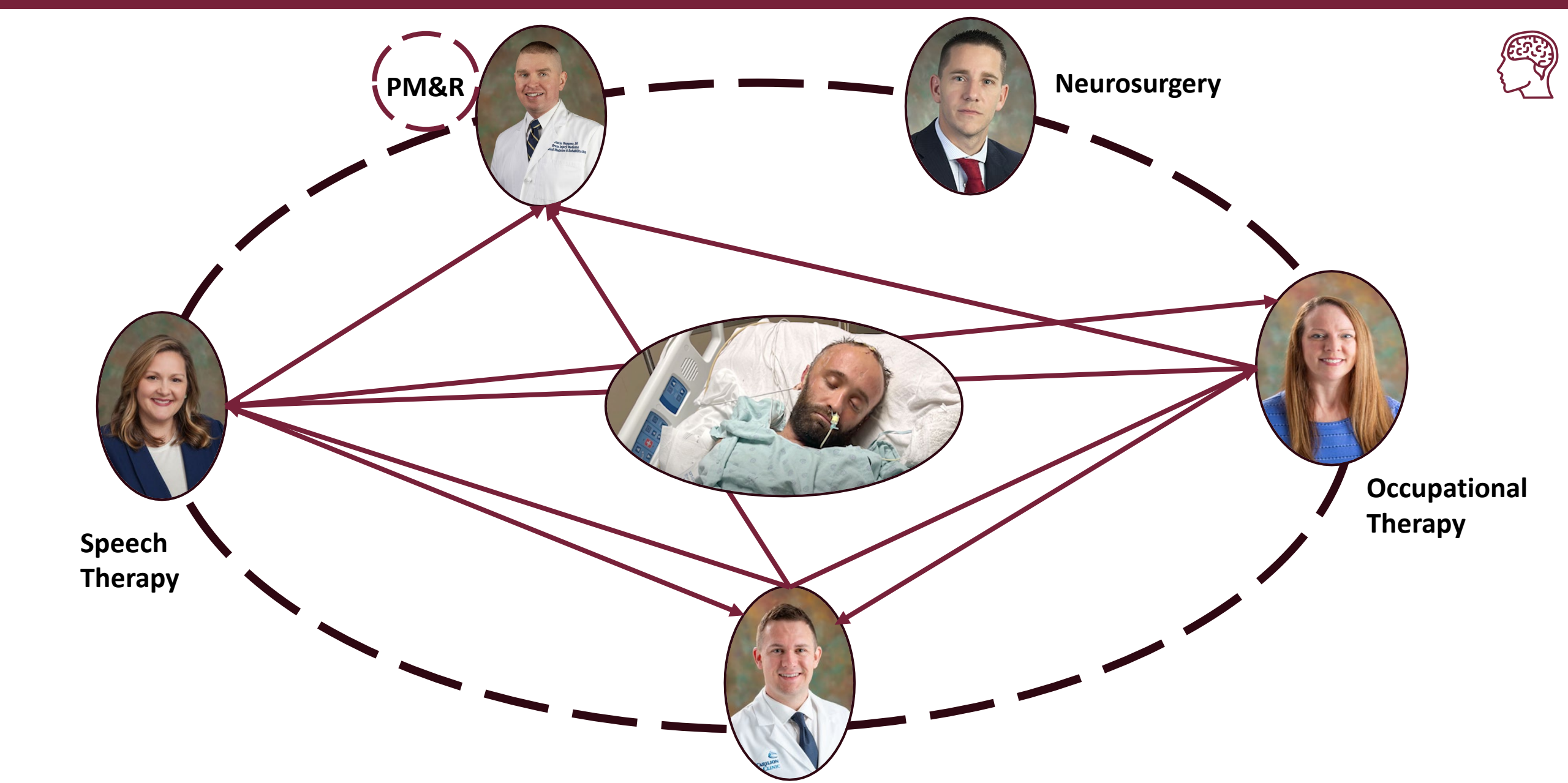
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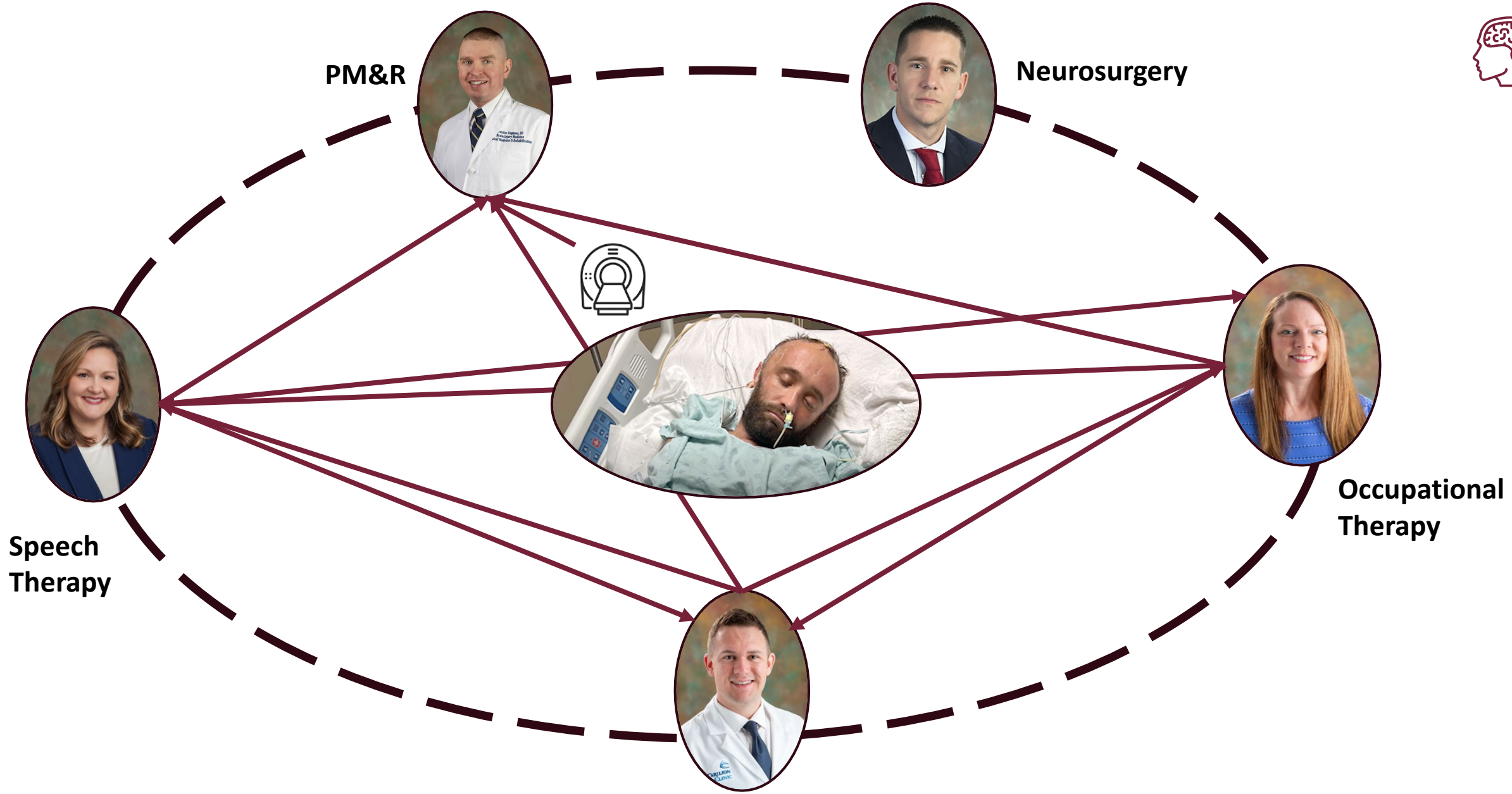
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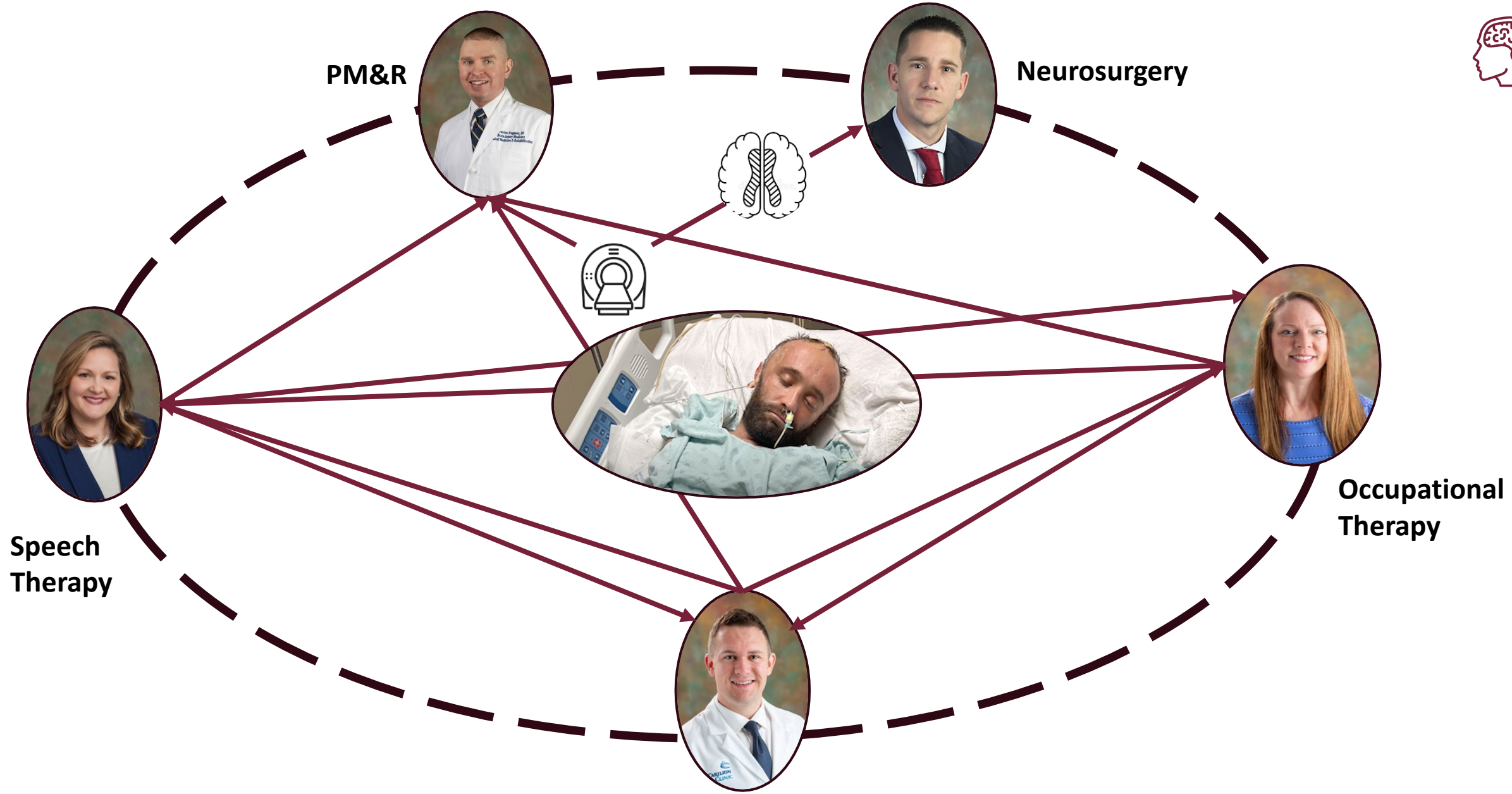
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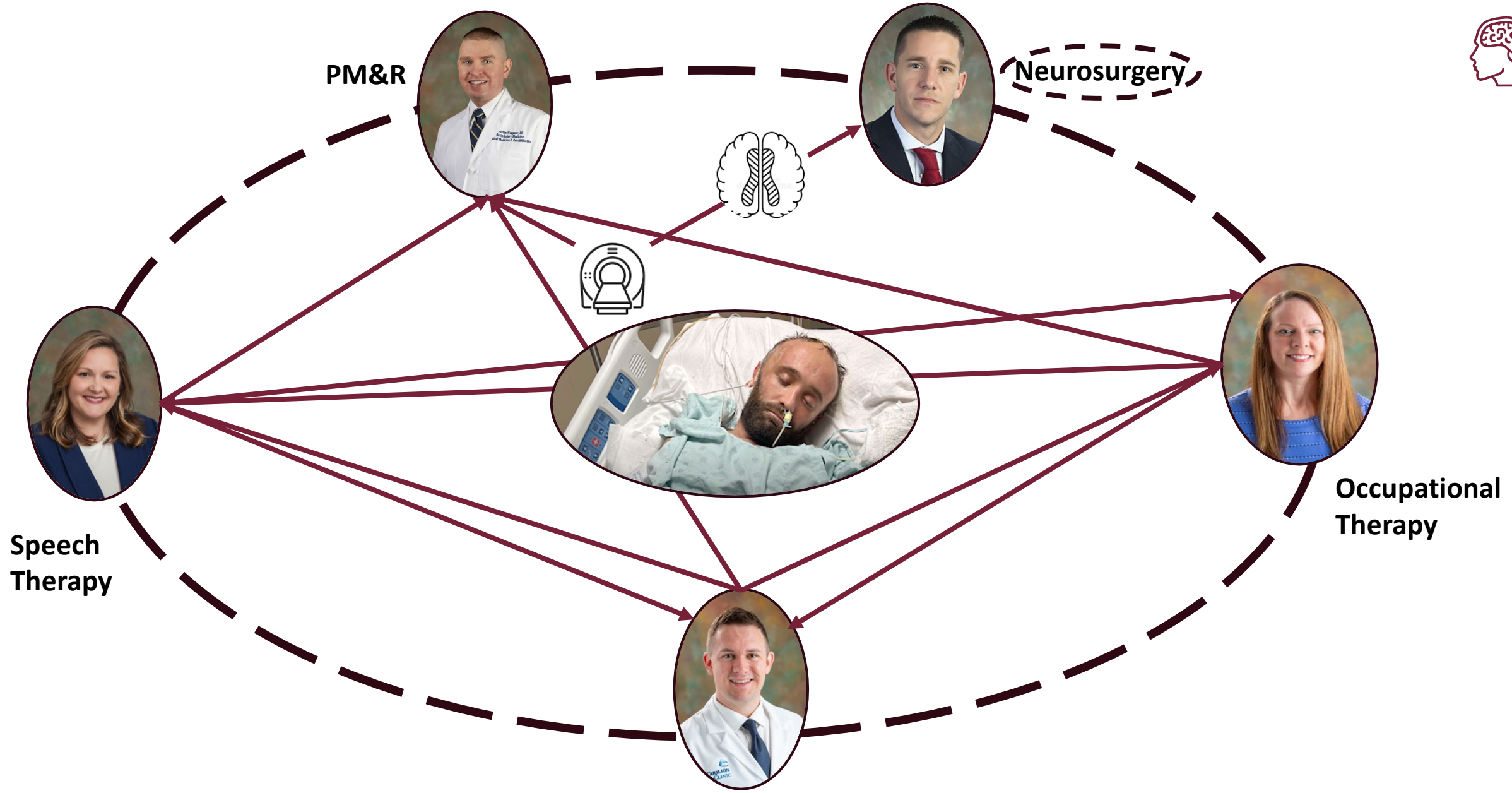
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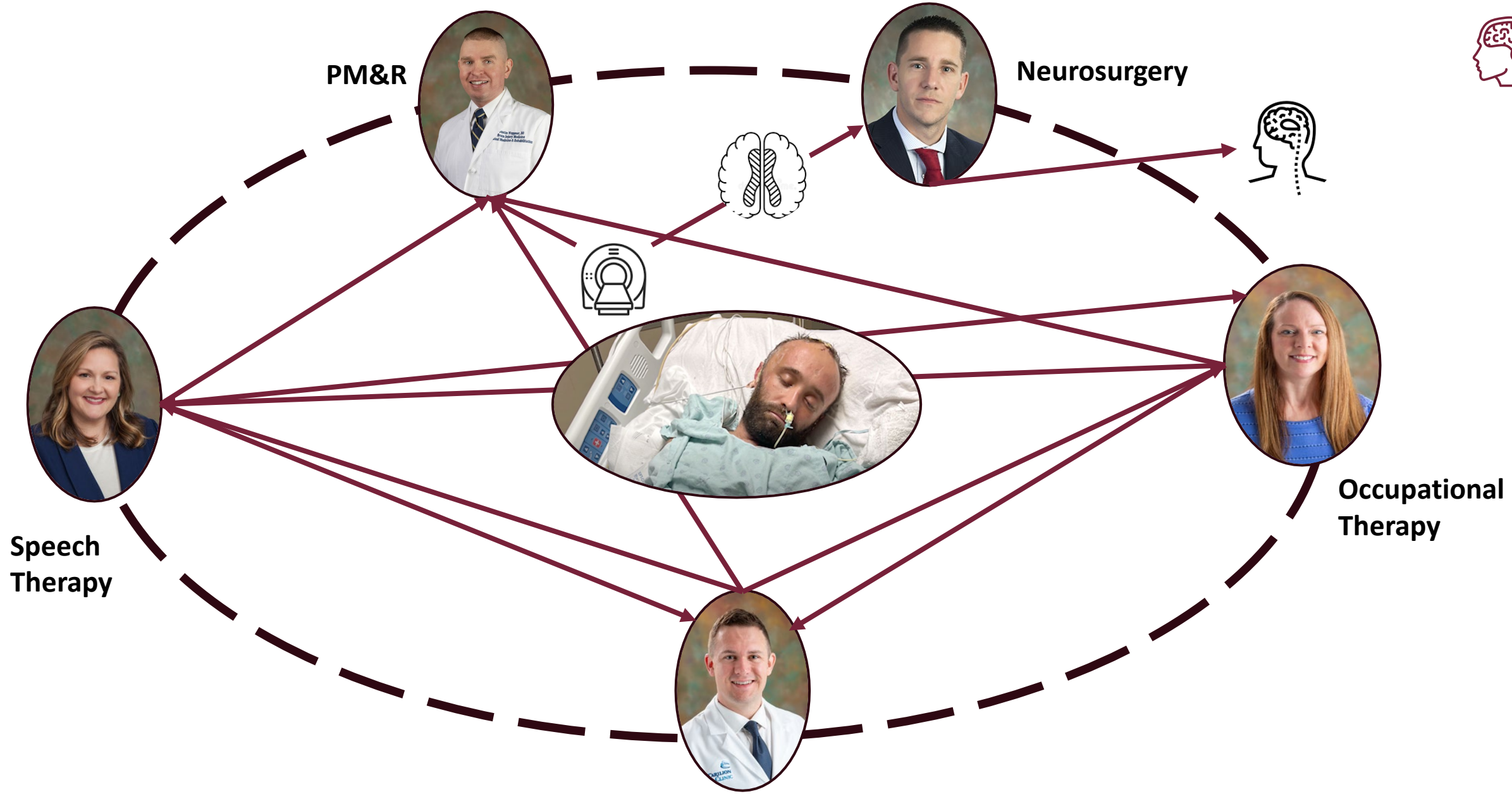
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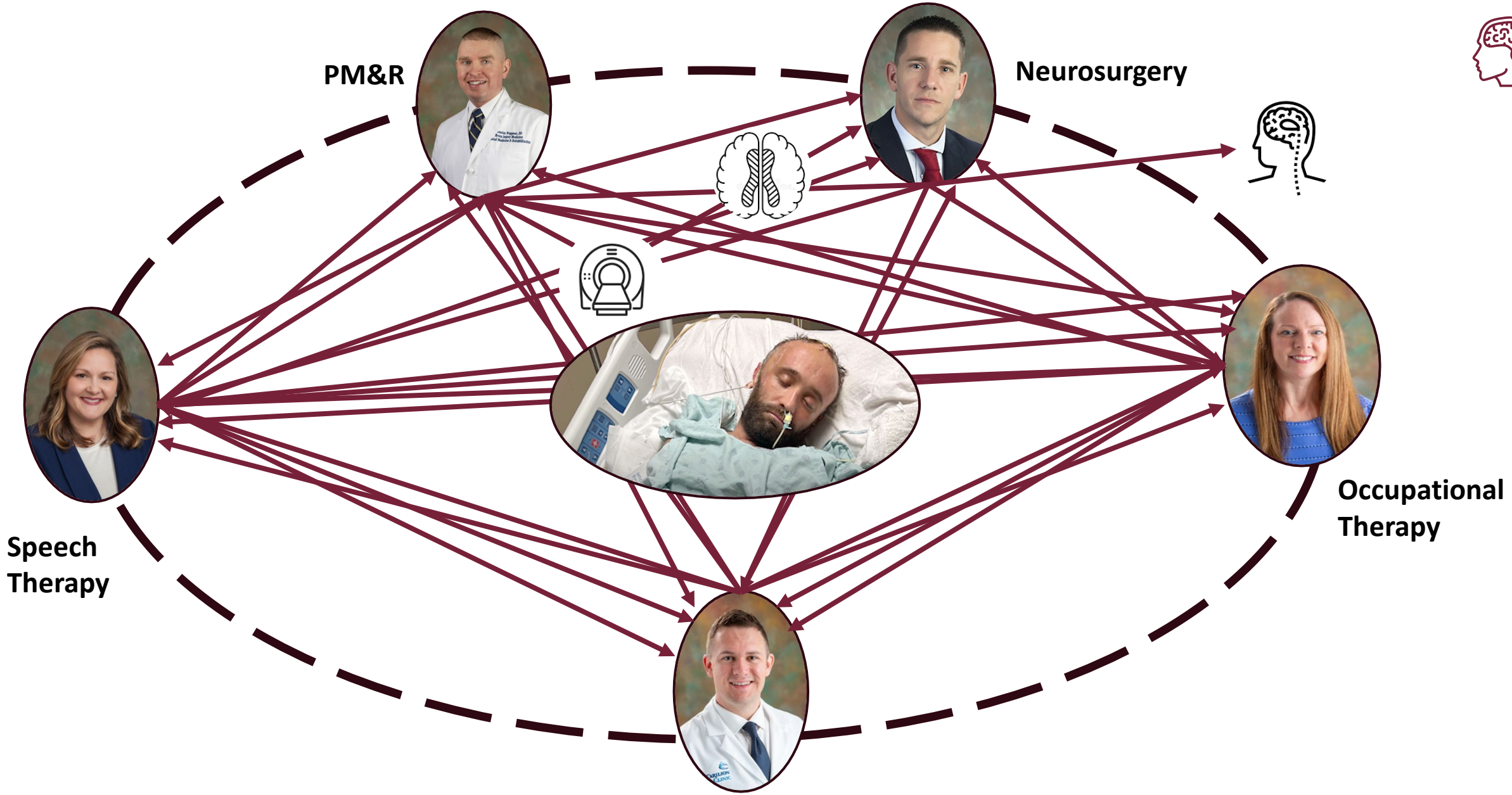
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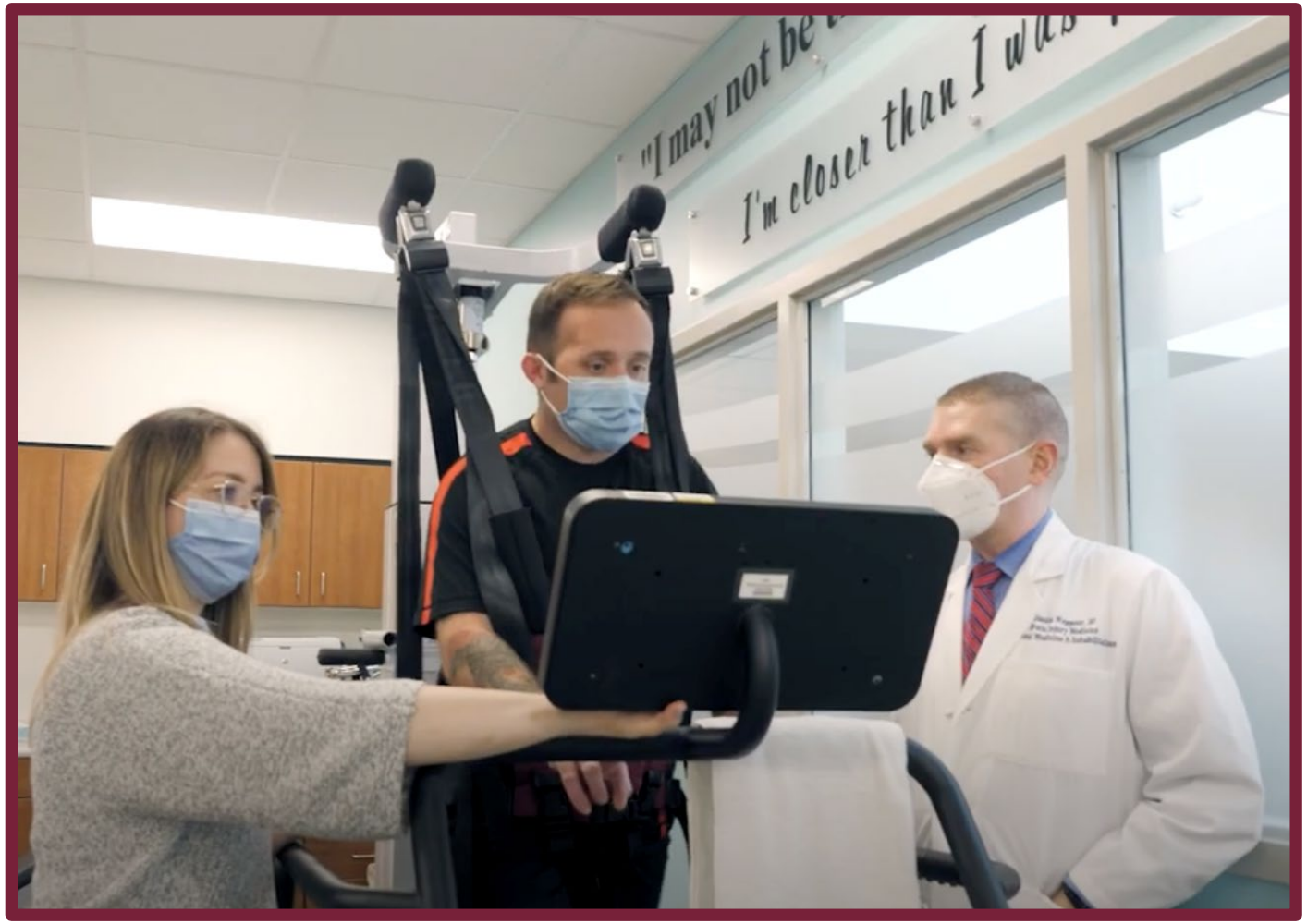
Patient Case



- Craniectomy completed with shunt placement
- Enrolled in High Intensity Gait Training Study
  - Collaboration with Radford and BIC

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Join at: **vevox.app** ID: **185-126-803**

What are some challenges you've faced while working in an interprofessional setting?

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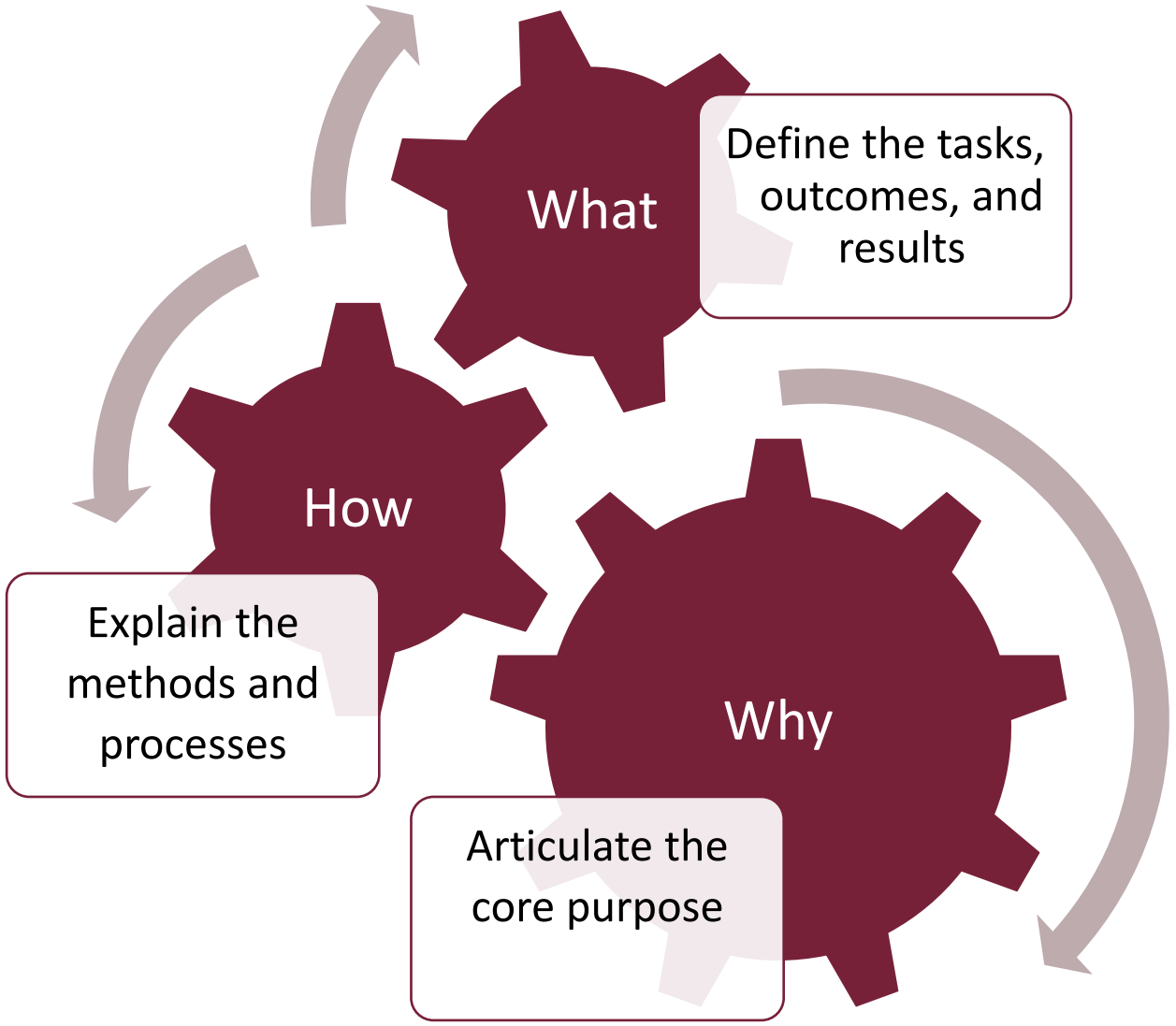
RESULTS SLIDE

Why Perform Interdisciplinary Team Evaluation?

Considerations in Evaluating Teams

Best Practices For Evaluating Team Dynamics

Clearly Define Assessment Goals



Ensure Confidentiality

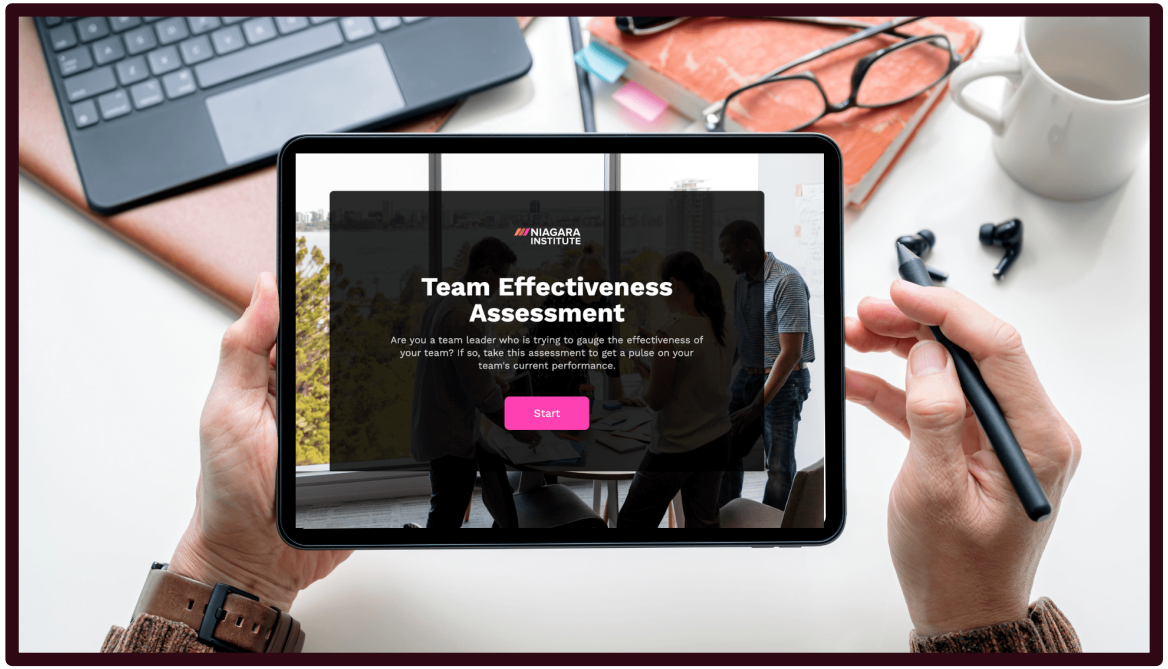
Involve Interdisciplinary Team Members

Use a Combination of Assessment Methods

- Observation and Interviews
- Self-Assessment Tools
- 360-Degree Feedback
- Team Building

Use a Combination of Assessment Methods

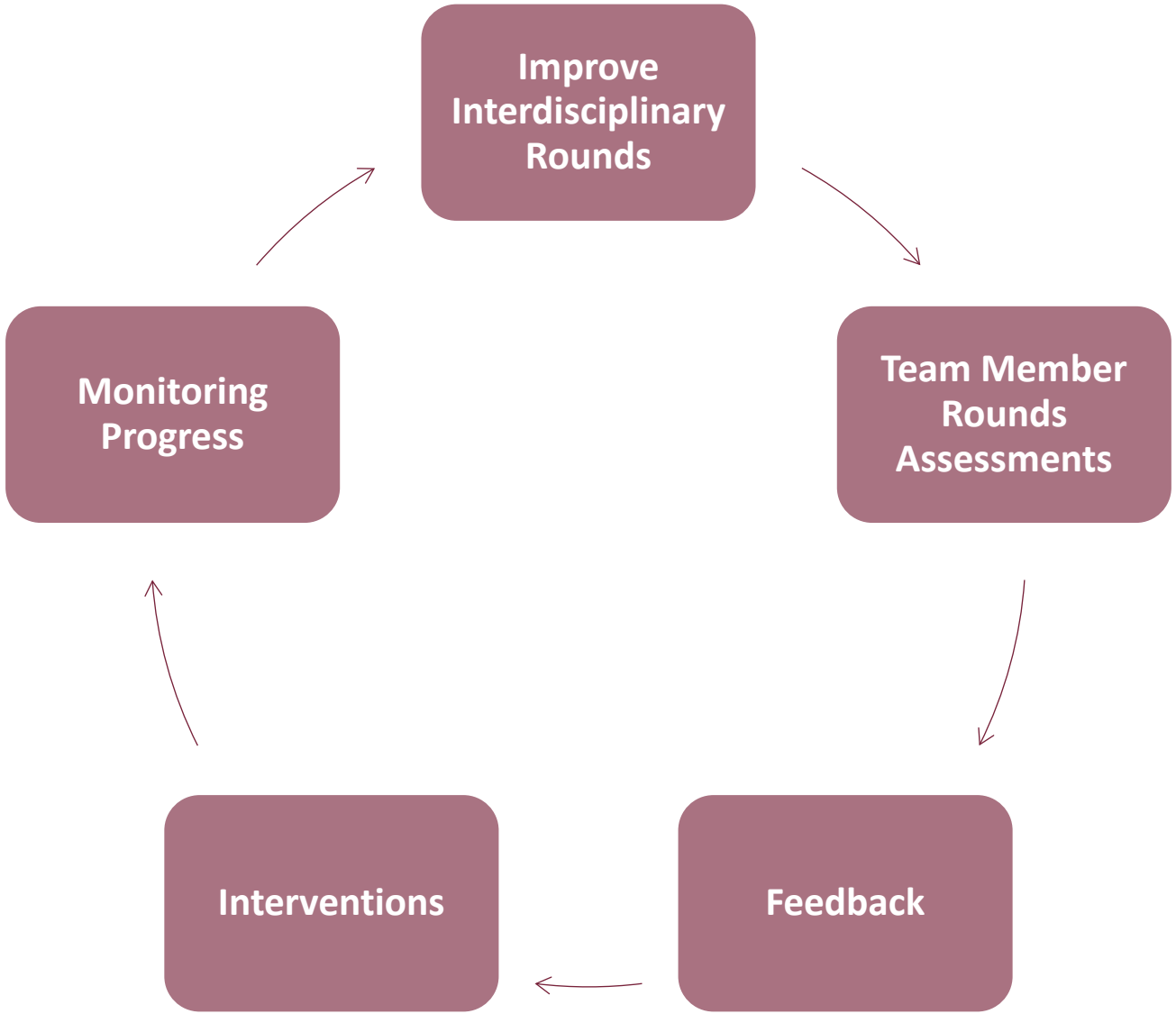
- Team performance metrics
- Simulation based assessments
- Software and Assessment Tools



Provide Feedback

Monitor Progress and Follow-up

Interdisciplinary Rounds Optimization



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What are potential barriers to effective collaboration?

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What are potential barriers to effective collaboration?

RESULTS SLIDE

Common Barriers to Effective Collaboration

- **Communication Challenges:** Misunderstandings, jargon differences
- **Role Confusion:** Unclear roles and responsibilities
- **Hierarchical Structures:** Power dynamics affecting team input
- **Cultural Differences:** Diverse backgrounds leading to differing perspectives
- **Time Constraints:** Limited time for team meetings and coordination

Improving Interdisciplinary Team Dynamics - Open Communication

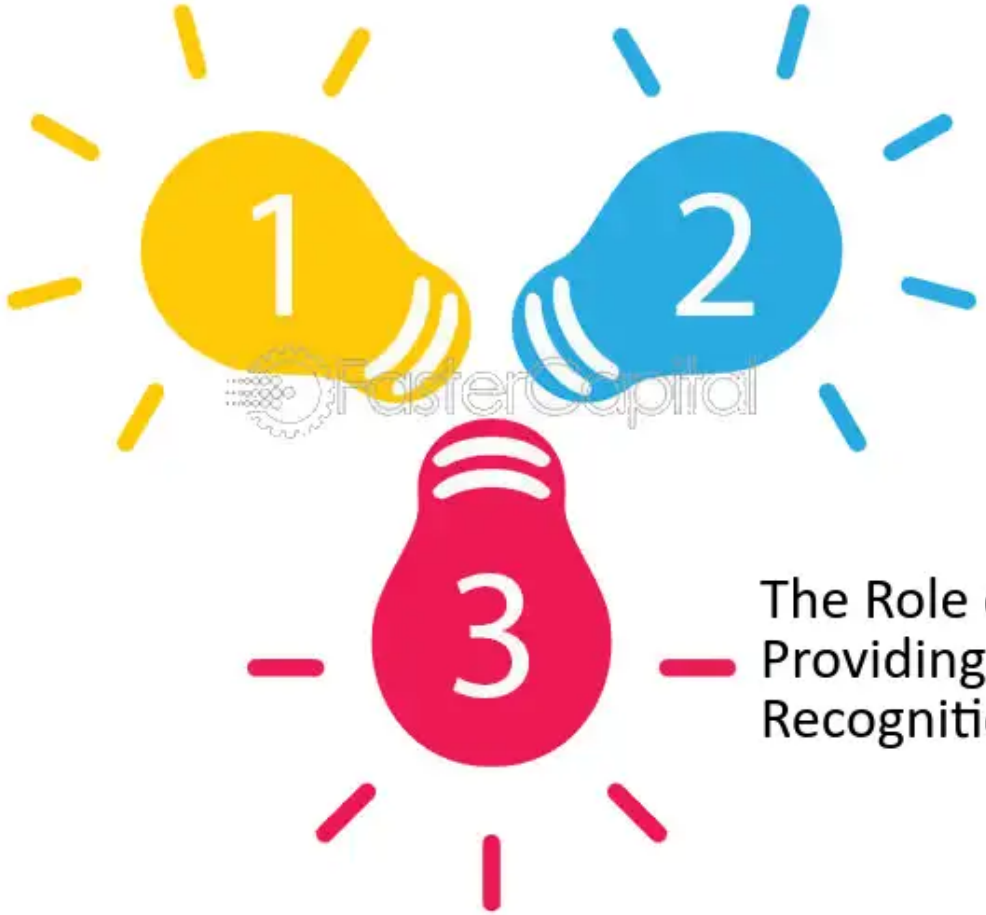
Promote Open Communication: Create an environment where team members feel comfortable expressing their ideas and opinions. Encourage open communication and active listening.

Improving Interdisciplinary Team Dynamics – Encourage Collaboration

Encourage Collaboration: Foster a culture of collaboration by establishing cross-functional teams and encouraging teamwork on projects. Provide opportunities for team members to work together and share their expertise.

Improving Interdisciplinary Team Dynamics – Feedback and Recognition

Importance of Feedback



Importance of Recognition

The Role of Managers in Providing Feedback and Recognition

Define Roles and Responsibilities

- Developing clear job descriptions
- Role clarification sessions during team meetings
- Cross-training opportunities to understand different roles
- Assigning team leaders or coordinators

Allocate Time for Collaboration

- Scheduling regular, dedicated time for team meetings
- Allowing time for informal interactions and discussions
- Ensuring manageable workloads to facilitate participation in collaborative activities

Improving Interdisciplinary Team Dynamics – Address Conflicts

Improving Interdisciplinary Team Dynamics – Address Conflicts

1. Conflict is inevitable and that both positive and negative consequences may occur depending on how the conflict is managed

2. The results are likely to be better with active engagement rather than avoidance

3. People must be motivated to address conflict

4. Behavioral, cognitive, and emotional skills can be acquired

5. Emotional skills require self-awareness

6. The environment must be neutral and feel safe

Go t

Improving Interdisciplinary Team Dynamics – Address Conflicts

- Be an active listener
- Use disarming statements
- Find common ground
- Keep it thoughtful
- Know your limits

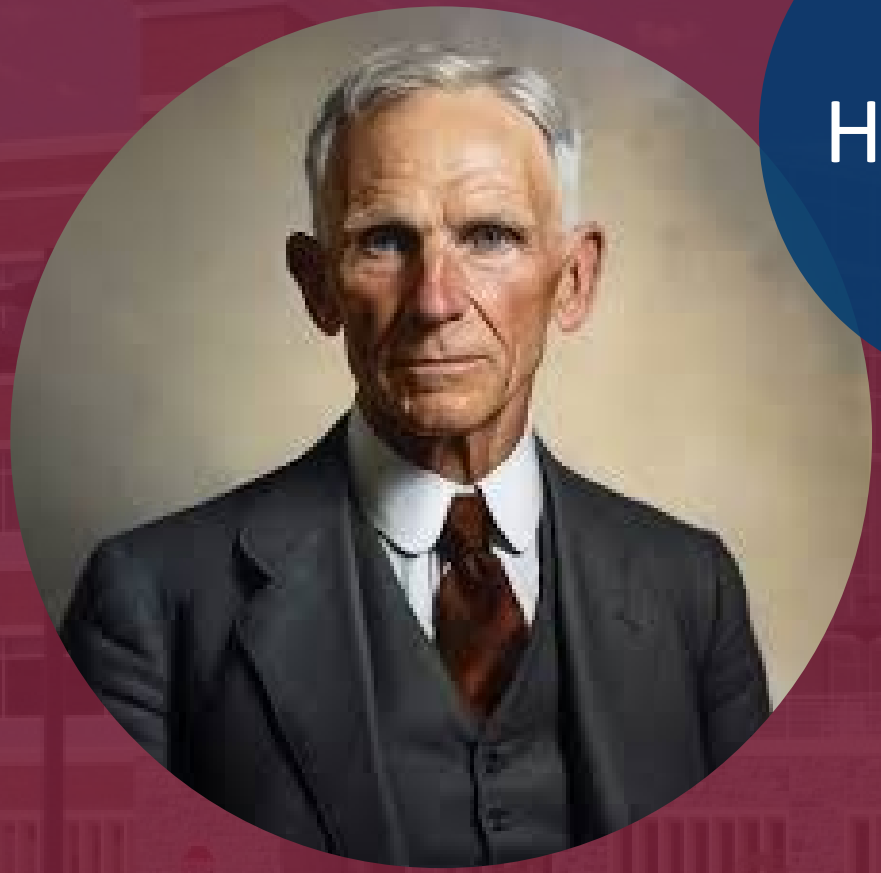
Improving Interdisciplinary Team Dynamics – VALUED

VALUED Conflict Model
Validate
Ask (open-ended questions)
Listen (to test assumptions)
Uncover interests
Explore options
Decide (on solutions)

Improving Interdisciplinary Team Dynamics – Support Continuous Learning

Patient Case

- Completed High Intensity Gait Training
- Completed speech therapy
- Performed well on neuropsychologic testing
- Retuned to active duty in the Army



Henry Ford

Coming together is a beginning. Keeping together is progress. Working together is success.

Sources and References

Available upon request

Virginia Tech Carilion

Questions