

Effective Inter-Professional Communication



Center for Clinical Systems Improvement

Communication is...

- ...a taken-for-granted human activity that is recognized as important only when it has failed."



Center for Clinical Systems Improvement

Elizabeth Dayton, 2007

Effective Communication

- Sufficient
- Accurate
- Unambiguous
- Timely
- Understood
- Dialogue



Center for Clinical Systems Improvement

3

Challenging Communications I experienced with a co-worker.....

Group examples



Center for Clinical Systems Improvement

4

Communication Challenges

- Personal/team factors
 - Memory capacity (7+/- 2)
 - Stress/anxiety
 - Fatigue and other physical factors
 - Multi-tasking
 - Flawed assumptions
 - New role/fear of unknown



Center for Clinical Systems Improvement

5

Communication Challenges

- Healthcare environmental factors
 - Many sources of information
 - Rapidly changing situations
 - Time pressures
 - Distracting physical environment
 - Interruptions



Center for Clinical Systems Improvement

6

Communication Challenges

- Healthcare environmental factors
 - Hierarchy
 - Expert vs novice decision-making
 - Gender
 - Education & training



Communication errors

- So what do we do to overcome these barriers to effective communication?



Cultural Competency

- Inter-professional communication as a form of cultural competency

Mannaha, Carol: Nursing Clinics of North America
Vol 45 (2010) pp 71-79



Campinha-Bacote Model of Cultural Competence

Do I have:

- Awareness
- Skill
- Knowledge
- Encounters
- Desire

Campinha-Bacote, J: The process of cultural competence in the delivery of healthcare services: a model of care. J Transcult Nurs 2002; 13(3) 181-4.



Awareness

- Am I aware of my biases and prejudices?
 - What biases do I hold toward other professional groups?
 - Hospice makes people die faster!
 - Other bias towards team members you've identified
 - Gender bias?



Skills

- How do I approach these topics?
 - Health beliefs
 - What things would you like to know about your patients?
 - Habits
 - What do you need to know about how your practice works?
 - Language and communication process
 - How would you like to be contacted?
 - Values orientation
 - What things are important to you regarding team interactions?



Knowledge

- Am I knowledgeable about the world views of different cultural and ethnic groups?
 - Age
 - Educational experience
 - Clinical experience
- Am I knowledgeable of the practice team members experiences, strengths and relationships



Encounters

- Do I seek out face-to-face and other types of interactions with individuals who are different from me?
 - Opportunities for interactions outside of patient care
 - Traditions and celebrations within the practice
- How do team members address differences?
 - Crucial Conversations
 - Disruptive or unhealthy behaviors
 - Stereotyping patients



Desire

- Do I *really* want to become culturally competent?
 - Easy to stay the same
 - Easy to say the other person has the problem
 - Change is hard



Remember

- The goals of healthcare professionals are aligned, but how they work toward the goals differs.



Care Manager & Provider Communication

Activity:

- Break up into pairs
- Choose either the provider or care manager card
- Care Manager – read scenario
- Provider – silently read the information on your card – do not share with your CM partner
- Action!
- Feedback and discussion



Overcoming barriers

- Use names
- Make eye contact
- Be concise
- Check for understanding
- Ask for information
- Structured communication formats



Overcoming barriers

- Use of structured communication formats
 - SOAP
 - SBAR
 - Memos
 - Instant Messaging
- Formal team meetings
 - Internal processes
 - Complex cases/QI
 - Educational offerings



Example SBAR

- Situation
 - Concise statement of the problem
- Background
 - Pertinent and brief information related to the situation
- Assessment/Appraisal
 - What you think is going on
- Recommendation/Request
 - What you think needs to be done



Why is it Important?

Tools, structures and processes that work for your team and in your organization will:

- Improve quality of services and outcomes
- Meet legislative, regulatory, and accreditation mandates
- Gaining a competitive edge in the marketplace via improved team relationships and personal job satisfaction
- Decreasing the likelihood of liability and malpractice claims



Thank you!

