



Registered Nurses  
Professional Development Centre



# EXAMINING THE SUPPORTS FOR IPC IN THE WORKPLACE: PLANNING FOR IPCP USING THE WORKPLACE ASSESSMENT TOOL FOR IPC

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## BACKGROUND

- Integration of IPCP in LTC requires dedication & commitment from senior leadership
- In one LTC facility in Nova Scotia, the leadership team recognized the need to build their IP knowledge and...
- To critically examine their organization for the enablers/barriers to advance IPCP



## METHODS

### Phase 1

- Senior leadership completed an organizational assessment for IPCP using the Workplace Assessment Tool for Interprofessional Collaboration (WATIC)
- WATIC feedback compiled by IP consultants

### Phase 2

- IPE and Brainstorming session with leadership team
- Goal: to examine already existing processes in order to create and establish supports for IPCP



# IPE & BRAINSTORMING SESSION

1. Review IPE/C definitions, model & principles.
2. Contrast Northwood's vision, mission & core values in relation to IPC.
3. Examine WATIC survey results
  - ‡ What's going well? How did this happen?
  - ‡ Where is there room to improve?
  - ‡ How do we get there?



# WORKPLACE ASSESSMENT TOOL FOR IPC (WATIC)

- The WATIC consists of three key components:
  1. **Dimensions** - necessary components that support IPC
  2. **Levels** – indicates the degree to which the dimension occurs; ranges from 0 (does not occur) to 4 (consistently occurs)
  3. **Level descriptor** – under each level (0-4), the descriptor represents what the assessor should be looking for to determine the degree to which the dimension occurs



## WATIC DIMENSIONS

1. Inclusion of patient/family
2. Interprofessional team meetings
3. Organizational IP documents
4. Contributions to care
5. Coordination of care
6. Team communication tools
7. Team Leadership
8. Team decision making
9. Conflict management
10. Organizational IPE offerings



## **INTERPROFESSIONAL TEAM MEETINGS**

<b>Dimension</b>	<b>Level 0</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>
Interprofessional (IP) team meetings occur where ideas are shared and incorporated into care decisions	No team meetings occur	Team meetings occur where ideas are rarely shared and incorporated into care decisions	Team meetings occur where ideas are occasionally shared and incorporated into care decisions	Team meetings occur where ideas are frequently shared and incorporated into care decisions	Team meetings occur where ideas are consistently shared and incorporated into care decisions

**Choose the level that best describes your workplace €0 €1 €2 €3 €4 € unable to assess**

**Choose the level that best describes your organization €0 €1 €2 €3 €4 € unable to assess**

**Action planning:**

# WHAT'S GOING WELL?

## DIMENSIONS SCORING 3-4

(FREQUENTLY TO CONSISTENTLY)

- Inclusion of patient/family
- IP Team meetings
- Organizational documents that support IPCP
- Contributions to Care
- Team decision-making\*
- Joint leadership teams (team leadership)





## WHAT ARE SOME CONCRETE EXAMPLES OF THESE DIMENSIONS?

- Discussion/decision-making during care conferences
- Joint leadership meetings
- Leadership convention
- Nursing Forum
- Resident & Family Council
- Mission, Vision, & values
- Job descriptions



## WHAT CONDITIONS CONTRIBUTED TO THE SUCCESS OF THESE DIMENSIONS?

- Valuing each other
- Shared vision & openness
- Mandatory attendance
- Senior leadership vision
- Role understanding
- Team conferences
- Resident Advocate role
- Easily accessible documents



## MEMORABLE QUOTES

*“The next level down, we are not there”*

*“Leadership still fits with people’s roles”*

*“A lot of ineffective decision-making”*



# WHERE IS THERE ROOM TO IMPROVE?

## DIMENSIONS SCORING 0-2 (NONE TO OCCASIONALLY)

- IPC team communication tools
- Organizational IPE offerings
- Conflict management
- Team decision-making



## WHAT'S NOT WORKING?

- IP communication tools not on the units
- Widely spread organization
- Busy workloads & large teams
- Resource reduction
- Educational philosophy needs to change
- Lack of knowledge/skills of IP
- Resistance to change
- Lack of technology
- Protective 'silo-ing'
- People feel intimidated to speak up



## MEMORABLE QUOTES

“My opinions aren’t valued...”

“It is often tougher to teach than to fix but then you never get away from fixing”

“It’s the way we’ve always done it...”



## WHAT CAN WE DO TO IMPROVE THE SCORES?

- Train IP facilitators
- Engage everyone
- Look for natural leaders at the staff level
- Make it real to get buy-in
- Overall leadership needs to drive IPC
- Format strategy for implementation
- Build capacity within the team
- Pull the leaders together



## CONFIDENCE IN APPLYING LEARNING

- How **confident** are you that it will be possible to effectively implement the potential solutions identified?
- **6.25%** (n=1) scored their confidence as **very high**
- **37.5%** (n=6) scored their confidence as **high**
- **50%** (n=8) scored their confidence as **moderate**
- **6.25%** (n=1) scored their confidence as **low**





## MOTIVATION TO APPLY LEARNING

- How personally **motivated** are you to fulfill your commitment statement?
  - **18.7%** (n=3) scored their motivation as **very high**
  - **68.7%** (n=11) scored their motivation as **high**
  - **12.5%** (n=2) scored their motivation as **moderate**



## MEMORABLE QUOTES

“The tool will enable us to focus our learning towards our needs in the future”

“Begins my learning cycle for improvement”



## CHALLENGES

- Limited access to main facilitator
- Inadequate length of time for workshop
- Some participants were prisoners!



## LESSONS LEARNED

- Participants need concrete examples what IPC is and how it is currently embedded in day-to-day activities
- Appropriate time for workshop is critical to engage participants



## FUTURE PLANS

- Follow-up discussion with Senior Leadership team
- Creation of Action Plan based on reflection and concrete examples
- Embed IPC principles and infuse them throughout the organization!!!



“I am committed to keeping IPC on the agenda and finding resources to assist moving it forward. Not losing it in every other initiative”

“I am committed to continuing to learn about IPE/C and support my team to learn more so we can all move forward together”

“I commit to keeping an open mind and working towards improved IPC for the benefit of my coworkers and residents”

“I will teach, I will promote, I will practice, I will support!”





## CONTACT INFORMATION

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