

# Addressing Alex from a Dynamic Team Approach

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## Research Question

- How is collaboration essential or vital to patient-centered care?



## Introduction

- Our team created an anonymous survey for all team members to ensure everyone's experience and feedback was incorporated into this poster. We used the questions and responses to create this poster and demonstrate what we gained from the experience, how working with other professionals has enhanced our patient care skills and how learning from this experience can help us optimize the care we deliver in our future professions. In addition, we have incorporated the patient-actors responses to add a patient perspective and use the feedback to improve the way we interview patients and build rapport with them.

## Methods

- In order to assess how this experiment affected every one of our team members, playing different roles of health professions, we created a survey of questions. Our questions included:
  - *Is there a 'take away' from the IPTI experience that you will now include in your own practice when working with other professionals?*
  - *How did the IPTI experience change the way you view "building rapport" and what are some new techniques that you will implement in your future work?*
  - *For you personally, what was the greatest challenge during IPTI?*
  - *Is there anything about the IPTI exercise that surprised you?*
  - *Name one vital component of collaboration/teamwork within the health/caring field?*
- We sent it out to our whole team and asked each team member to write down their own reflections/feedback and the survey collected the information anonymously. Without indicating each author of our answers, we analyzed common themes, words, or phrases that seemed to reflect our team's experience.

## Summaries and Direct Quotes

- **What lessons would you take away from your IPTI experience:**
  - "Each profession has its own expertise, knowing everyone's roles and responsibilities can help you optimize your healthcare team." and by "utilizing my interprofessional team...we can provide the best possible patient centered care."
- **How did the IPTI experience change the way you view building rapport and what are some new techniques that you will implement in your future work?**
  - "IPTI taught me to "take it slow" and not rush the process of building rapport, because without it everything else will not come."
- **What was the greatest challenge during IPTI?**
  - "The greatest challenge during IPTI for me personally was learning to step back and let others lead the process and the encounter. I knew other professions would be able to help Alex the most, and it was good practice for me to be supportive but not lead."
- **Is there anything about the IPTI exercise that surprised you?**
  - "I think the IPTI was particularly interesting because we don't necessarily have any opportunities to work with other health professions in providing care to one particular patient. However, with this experience, I believe that we were able to have a better understanding of each role providers have. I believe that each profession has different methods of reaching their goals in providing care, and I believe that this experience allowed us to see how each profession could play a critical role in the care of the patient."
- **Name one vital component of collaboration within the health-care field?**
  - "Respect. There is no room for egos when you have a patient to care for."
  - "Communication" and "Teamwork"

## How to Enhance Future Team Experiences

- Based on our experience and anonymous answers, we believe it will be helpful for future teams to consider the following:
  - The most common take away for future teams is utilizing effective communication methods between team members and clients.
    - Communication includes being mindful and respectful of other professionals' opinions, being open-minded, listening, and trusting their expertise.
  - We found that building rapport was key and vital to obtain important information to help our team care for the client and meet their goals.
  - An important aspect of building rapport with the client included being sensitive to their personal life, preferred pronouns, listening to the whole story, instilling trust and respect, and using our body language to make them feel more comfortable.
  - Lastly, being mindful of time with your client. In healthcare we can only have so much time with our clients and we need to remain mindful of structuring our time to get the most out of it to help our client best.



## Summary of Actor Feedback

- **Asking Alex for their goals:** One thing that stood out to our Alex actor was that our team asked them to list their top three prioritized issues that they would like to see improvement upon. Alex listed their top 3 health issues as 1. Mouth pain, 2. Dizziness, and 3. Feeling down and gross. The importance of this is to make our care centered around what the patient feels they need most. Our actor also mentioned that by doing this it made them feel as though they were more included and heard.
- **Importance of pronouns:** The actors touched on the fact that one of the first things we asked Alex when entering the simulation was their pronouns. This opportunity to engage and connect with the patient and to hold ourselves accountable when ensuring the proper pronoun was an unexpected opportunity to experience the 'power of the pronoun' and a valuable lesson within IPTI.
- **Separating the actors:** In our second session of the two simulations, Alex was joined by their friend Bobby. The actors both stated that it was a good decision to separate the actors at the beginning of the simulation to gain insight from both Alex and Bobby individually on the status of their relationship. This was important to determine what information Alex was comfortable with Bobby knowing.



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