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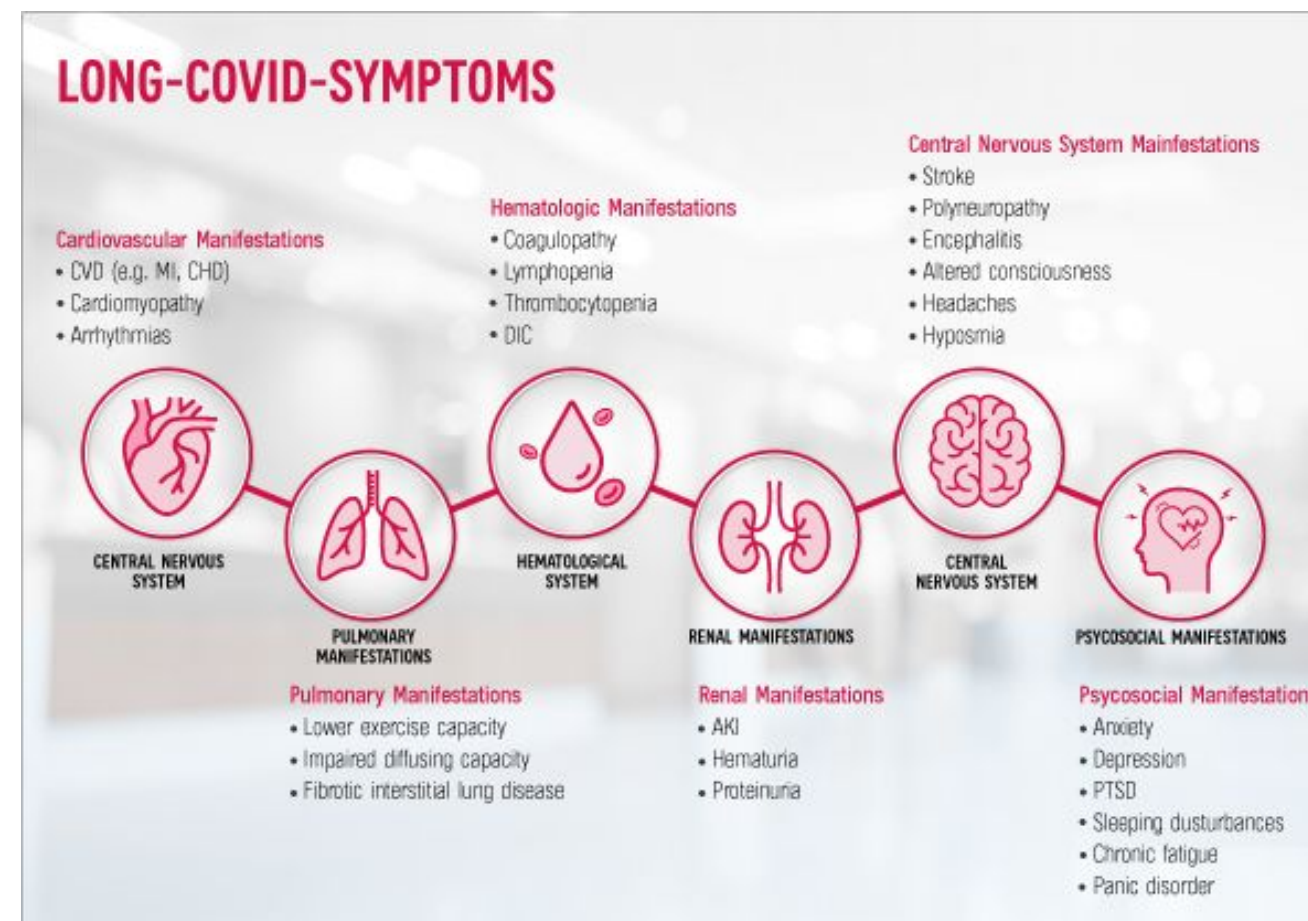
## IPTI Background

IPTI is the Interprofessional Team Immersion, a program between UNE and Rosalind Franklin health professions students to collaborate on a case and gain interprofessional experience

For the fall 2022 IPTI experience the case was a patient experiencing long COVID.

## Introduction

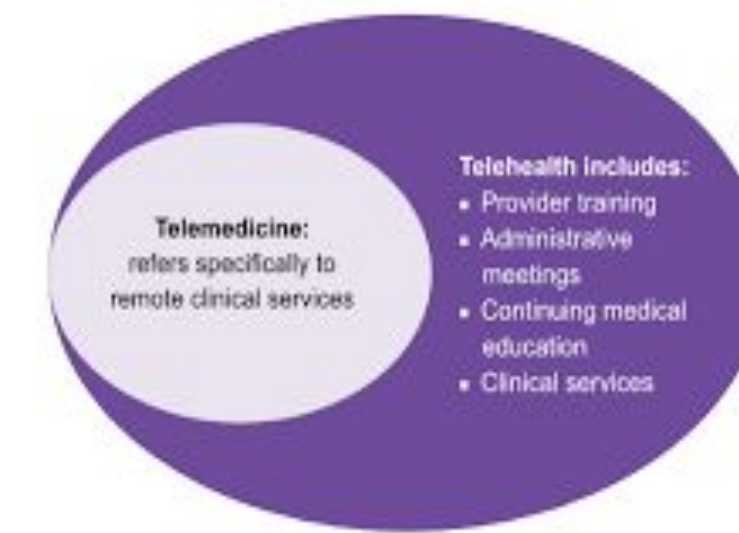
- Long-COVID causes ongoing, variable, and occasionally debilitating symptoms for months to years after initial COVID
- ¼ of COVID-19 patients are left with Long-COVID
- Affects patients not only physically but also mentally and emotionally
- Currently little information and treatment plans, making it difficult for providers
- Due to the overall effects Long-COVID has on the patient's entire life including physical health, mental health and social health, providers must learn how to balance a patient's personal needs as well as their medical needs
- Our Patient (39 years old)
  - complaints:
    - migraines
    - can't go to work due to light and sound
    - can't care for children
    - too far to travel for care



## The Challenge of Telehealth

- Telehealth: “A provision of remote healthcare using technology as means of communication”
  - For the IPTI Simulation, the platform ZOOM was utilized
- Challenges that arise from using ZOOM
  - Internet connectivity challenges
  - Delays in communication
  - Needing to repeat what was said
  - Speaking over one another/hesitancy to speak
- Lack of in-person contact
  - Providers could not complete physical exam
  - Inability to read body language
  - Difficulty to read facial expressions
  - More difficult to establish rapport than in person
  - Difficulty managing time/efficiency of appointment
  - Distractions

Overall the team recognizes that Telehealth is a difficult method of healthcare delivery that takes practice, patience, and professionalism



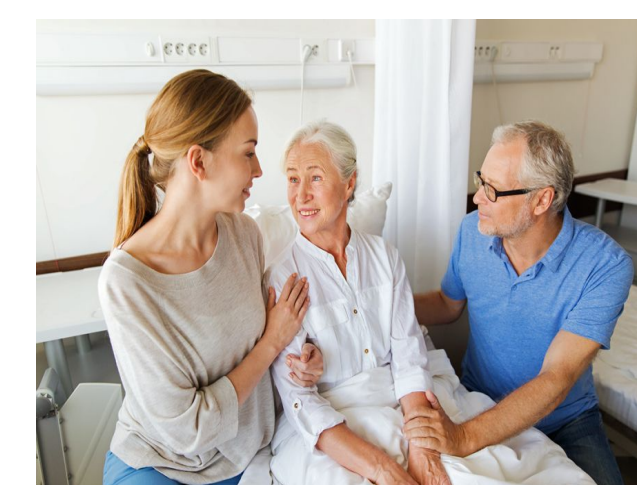
## Working on an Interprofessional Team

- There were many challenges that accompanied a diverse team of medical specialties and professions.
- Having every profession represented in the patient encounter while ensuring the patient does not feel overwhelmed was a significant difficulty.
- It was also challenging to balance the timeliness of the patient encounter with every single concern each provider wished to address.
- Delegating tasks for a specific patient complaint was another challenge the team encountered.
  - For example, if the patient was in need of medication management, it was difficult to select if that was more of a physician consultation, or something the physician associate or nurse can handle.
- We managed the unique problems associated with working on an interprofessional team by making sure there was at least one familiar face that was consistent across all patient encounters in order to make our patient feel safe and supported.
- We tried to organize the visit across each medical specialty and profession by discussing each prominent patient complaint and assigning the most qualified provider to that specific complaint.
  - For instance, when the patient complained of lower extremity pain, the team decided that the podiatric physician would be the most appropriate person to address that specific need.
  - Another example was when the patient asked about available resources, the team designated the social worker to come in and speak with the patient.



## Balancing Clinician Goals with Patient Desires

- Finding a balance between what the patient wants and what we as providers feel is needed can be challenging
- The patient wanted more homeopathic and natural remedies, and had a focus on their migraines and foot pain, but we wanted to treat all of their problems
- The team swapped their medication from lisinopril to atenolol to continue to help with HTN while also providing prophylaxis for migraines. Gave alternative medications and salves they could make with plants from their garden versus a prescribed hydrocortisone cream
  - Compromising between medications we know will help their more serious issues and natural remedies for minor issues
- Transitioned from custom fit orthotic to a drug store one to help them with cost
- It's better to find a compromise between provider and patient wishes. We can sometimes only do so much for the patient, and it's more useful to work with the patient than to only do what we think is best
  - Patient's more likely to be compliant if they feel they have a say in their care
  - Easier to manage fewer medications and treatments
  - Want to feel in control of their care
- Important to be adaptable



## Influence of Patient Support System

- Patient support system can be partners, family, or friends.
- During the visit the patient spouse was trying to help the patient but in the same time they kept interrupting our patient and discount their emotions unintentionally as a way to support them.
- Patient's support system may have different needs or opinions than the patient
- The challenges meeting the patients need while maintaining respect and considering their support system's emotions and point of view.
- Patient's care givers or support system can actually contribute with some important information that the patient is not necessarily aware that they do, have or need.

## Discussion

- We learned that long COVID is a multifaceted issue that has the potential to permeate into every area of a patient's life. It takes an interprofessional team with multiple perspectives and strengths to support these patients, as well as many others.
- This experience helped us hone our communications skills when interacting with patients and other healthcare professionals in a telehealth setting. It also reinforced the importance of learning from our colleagues and allowing the professional with the most experience on a specific complaint to organize and integrate care with the other specialties.
- IPTI also helped us to better understand that providing quality patient care means meeting the patient's needs based on their individual priorities and values, rather than our own
- Training such as IPTI should be offered to all health profession students in order to improve provider knowledge of available resources from other professionals as well as enhance patient outcomes

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