



T2 - Teaching the Collaborator Role

CanMEDS Collaborator



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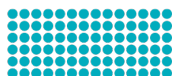
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Objectives and agenda

1. Recognize common words related to the process and content of Collaboration
2. Apply key collaboration steps to examples from day to day practice
3. Develop personal collaboration resources for day to day practice





Why the Collaborator Role matters

- Professionals must work together
- Collaboration improves patient care outcomes, patient safety, attitudes between practitioners, patient satisfactions, work systems, and clinical satisfaction.
- Collaboration can look and feel different depending on the context and individuals
- When collaboration is not working, there is an established process to improve it.
- Collaboration also includes learning that occurs from the service provided.





The details: What is the Collaborator Role

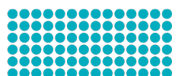
As Collaborators, physicians work effectively with other health care professionals to provide safe, high-quality, patient-centred care.





Recognizing Collaborator process

- Accommodating
- Asking questions
- Building trust
- Communicating
- Contributing
- Cooperating
- Embracing Diversity
- Engaging
- Helping
- Promoting understanding
- Reframing
- Relationship building
- Respecting
- Sharing





Recognizing Collaborator content

- Common ground
- Conflict resolution
- Debriefing
- Difference and Diversity
- Disruptive behaviour
- Handover
- Intention and Impact
- Organizational awareness
- Power and Hierarchy
- Process
- Reflective practice
- Shared decision-making
- Situational awareness
- Team development





Good Collaborators

- make an effort to build relationships
- assume others have good intentions
- respect others time, expertise and contributions
- elicit input, actively seeking differences of opinions
- reframe problems to find common ground
- are genuinely curious about others' perspectives
- authentically ask questions to clarify and promote understanding





About Collaboration

- ‘team’, ‘teamwork’ and ‘collaboration’ have different meanings
- is active, deliberate and relationship-centred
- occurs in same or different locations and/or includes colleagues from different or same profession
- dependent on the complexity of the situation and patient needs
- includes actively sharing, soliciting and encouraging diverse perspectives so the best course of action can be determined





Collaborator Intelligence (CI) key domains

- Self
- Relationships
- Context
- System





Understanding collaboration in everyday care

1. Draw learners attentions to context in which collaboration is particularly important for your specialty
2. Discuss how to establish and maintain positive relationships with colleagues
3. Explore the positive contribution that diversity and difference make to team effectiveness
4. Provide structures, approaches and processes to manage differences and resolve conflicts





Relationship-centred care is “an approach that recognizes the importance and uniqueness of each health care participant’s relationship with each other, and considers these relationships to be central in supporting high-quality care, high-quality work environment, and superior organizational performance.





Features of effective handovers

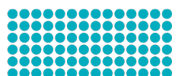
- Focused on giving and receiving patient information
- Standardized handover tools for verbal communication, electronic handover tools, formal checklists
- Teamwork training in handovers





Risk reduction reminders

1. Confirm WHY
2. Confirm WHO
3. Verify roles and responsibilities
4. Structure the HOW
5. Ensure understanding of WHAT
6. Document





Worksheet T3

Intention vs. Impact





PRIME Model

- **P**ersonal, professional, and patient differences
- **R**ole confusion
- **I**nformational deficiencies
- **M**ethods
- **E**nvironmental stress





Worksheet T4

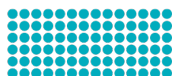
Prime Factors





'In the moment' rules for managing differences and conflict

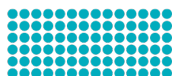
1. Stay calm
2. Stay focused
3. Slow down and talk to others
4. Redirect others as needed





Approaches to apply to different situations

1. Dictate
2. Avoid
3. Accommodate
4. Compromise
5. Collaborate





Steps and hints to promote understanding

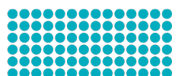
1. Identify the need for a conversation
2. Actively listen
3. Acknowledge others' points of view
4. Share your viewpoint
5. Seek common ground
6. Reach agreement on next steps





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References

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Other Slides





Collaborator Key Competencies

Physicians are able to:

1. Work effectively with physicians and other colleagues in the health care professions
2. Work with physicians and other colleagues in the health care professions to promote understanding, manage differences, and resolve conflicts
3. Hand over the care of a patient to another health care professional to facilitate continuity of safe patient care





Collaborator Key Competency 1

Physicians are able to:

1. Work effectively with physicians and other colleagues in the health care professions
 - 1.1 Establish and maintain positive relationships with physicians and other colleagues in the health care professions to support relationship-centred collaborative care
 - 1.2 Negotiate overlapping and shared responsibilities with physicians and other colleagues in the health care professions in episodic and ongoing care
 - 1.3 Engage in respectful shared decision-making with physicians and other colleagues in the health care professions





Collaborator Key Competency 2

Physicians are able to:

2. Work with physicians and other colleagues in the health care professions to promote understanding, manage differences, and resolve conflicts
 - 2.1 Show respect toward collaborators
 - 2.2 Implement strategies to promote understanding, manage differences, and resolve conflicts in a manner that supports a collaborative culture





Collaborator Key Competency 3

Physicians are able to:

3. Hand over the care of a patient to another health care professional to facilitate continuity of safe patient care
 - 3.1 Determine when care should be transferred to another physician or health care professional
 - 3.2 Demonstrate safe handover of care, using both verbal and written communication, during a patient transition to a different health care professional, setting, or stage of care

