



**Western and Northern  
Health Human Resources Planning Forum**

**“Developing Sustainable Interprofessional Collaborative  
Practice and Learning Environments”**

**SITE REPORT**

**Jurisdiction:**

- Saskatchewan

**Site Names:**

- Rural West Primary Health Care Team, Sun Country Health Region
- Women’s Wellness Centre, Sunrise Health Region

***Developing Interprofessional Collaborative Practice and  
Learning Environments across the Continuum of Care in  
Western and Northern Canada***

### **Submission Requirements**

Site reports should be submitted as soon as possible after June 30, 2011 and no later than July 15, 2011. The Project Final Report will be going forward to Health Canada, through the Forum, at the end of July 2011.

Please submit your report to Catriona Park ([cpark@bcahc.ca](mailto:cpark@bcahc.ca)) with a copy to BJ Gdanski ([bjgdanski@bcahc.ca](mailto:bjgdanski@bcahc.ca)).

This report is intended to be brief and to complement data that are being collected through the overall project evaluation. If you have materials prepared for other purposes that address any of the questions outlined, please append and indicate within the body of the report rather than duplicating effort.

## Executive Summary

### Background

With both the Manitoba and Alberta government making a commitment to participate in the BC Academic Health collaborative practice project, IPCP & LE, in the preliminary phase of the project, they were able to select their sites and begin planning the project by April 1, 2010. In Saskatchewan, a provincial steering committee was established in June/July 2010 and sites were selected by August 2010. The sites began advertising and hiring staff for the project when the agreement between the BC Academic Health Council and the Regional Health Authorities (RHAs) were in place. This, in addition to trying to start a project during summer vacation become a challenge to beginning any sooner and we were essentially six months behind Manitoba and Alberta. As a catch up strategy Saskatchewan developed a compressed implementation plan and two facilitators (*Appendix I & III*) and a research coordinator (*Appendix II*) were hired at full time for the remaining six months of the project instead of half time for the full year. Despite the late start, the RHA Directors of Primary Health Care in Sun Country and Sunrise and the Researcher and On-Site Coordinators report that there was good work accomplished in each of the sites (*Appendix IV & VII*).

With the overall initiative with BC Academic Health receiving an extension from Health Canada, the Saskatchewan project was extended to the end of June 2011. The RHAs and the Saskatchewan project staff have done a remarkable job in a short time frame. Saskatchewan Interprofessional Health Collaborative of Saskatchewan (IHCS) Coordinator, Leane King, also put together a number of resources for the Project Steering Committee & Project Coordinators to use and share with other jurisdictions as well.

Overall, a number of resources created by Saskatchewan IPCP & LE Project Sites, through this project, will be used in the future for Saskatchewan and other jurisdictions.

### Highlights

- A Guide to Interprofessional Student Placements in a Rural Health Primary Health Care Team  
The guide contains several documents that have been created, tested and validated throughout the course of this project. These documents and resources include:
  - Pre-Placement Questionnaire
  - Mid-Placement Questionnaire
  - Post-Placement Questionnaire
  - Interprofessional Practice-Based Learning: Competency Reflection Journal
- Guide Building an Effective Interprofessional Collaborative Primary Health Care Team  
The guide contains several documents that have been created, tested and validated throughout the course of this project. These documents and resources include:
  - Guiding Documents/Background: Documentation of the Intervention Process
  - Professional Development Reporting Process
  - Post-Professional Development Interview/Questionnaire
  - Assessment of Attitudes & Knowledge of IP Team(s) (3)
  - Primary Health Care Team Assessment Survey
  - Code of Conduct Process
  - Tools & Resources (Learning Events, online module)
- Rural West Primary Health Care team student placement guide has resulted in the creation of an academic partnership to be the 'go to' health region for Interprofessional Placements. Through the funding of this project, we have supported the communication and planning meetings between the University of Saskatchewan & Sun Country Health Region. Roy Dobson from the University of Saskatchewan has been linked with the team and is providing input on the editing of the IPE Student Practicum Orientation Guide that is being created through this project in order to ensure that this is a guide that the University can endorse from the student's perspective.

- Both IPCP & LE Project Sites have engaged in several networking/Partnership Opportunities, Knowledge Transfer & Sharing at IPCP Learning Events
  - Development of proposal for the Saskatchewan Association of Health Organizations (SAHO) Annual Conference, January 2011 (*Rural West Primary Health Care Team*)
  - Presentation at the Interprofessional Health Collaborative of Saskatchewan (IHCS) IP Workshop on the Saskatchewan IPCP&LE Project, March 2011 (*both sites*)
  - Poster Presentation on the Team & Services at an Education Wellness Event in the Community, March 2011 (*Women's Wellness Centre Team*)
  - Proposal accepted & Poster on Rural West Primary Health Care Team displayed at the SAHO Conference, April 2011 (*Rural West Primary Health Care Team*)
  - Development of proposals for Collaborating Across Borders IPCP Conference (Topics: Guide for Effective IP Teams; Guide for Student IP Placements), April 2011 (*Rural West Primary Health Care Team*)
  - Presentation to the Primary Health Care Directors in Sunrise Health Region on the Women's Wellness Centre & the IPCP & LE initiative, April 2011 (*Women's Wellness Centre Team*)
  - Jurisdictional Update on the Saskatchewan IPCP&LE Project at the Interprofessional Health Collaborative of Saskatchewan (IHCS) Annual Meeting, June 2011 (*both sites*)
  - Proposals accepted for Collaborating Across Borders IPCP Conference (Topics: Guide for Effective IP Teams; Guide for Student IP Placements). Conference Presentations will take place in November 2011 (*Rural West Primary Health Care Team*)
  
- Women's Wellness Centre Team held numerous Lunch & Learn Sessions throughout February, March & April. The team hosted a partnering community organization or visiting services organization then invited staff members and community members to 'learn' more about health-focused providers in Yorkton (and area). Women's Wellness Centre collaborative partnering on a jurisdictional level has been positively increased by these regular Lunch & Learn Sessions.
  
- Women's Wellness Centre Team designed a patient satisfaction survey for the Women's Wellness Centre. The survey was officially implemented for one week during the week of May 9-13th.
  
- Women's Wellness Centre Team identified the interest in pursuing activities to support the intervention of enhancing team-building and IP communication (within the team). The team showed interest in gaining knowledge on Emotional Intelligence (EQ) and how it impacts working within a team and impacts overall team efficiency. A designated Emotional Intelligence professional was contracted to work directly with the entire team and each individual team member. The team started the initial EI surveys and will follow up with a workshop which will reveal the results and provide suggestions of how the team can work better with various emotional intelligences.
  
- Women's Wellness Centre Team had a communication intervention to increase jurisdictional and community level awareness of the Women's Wellness Centre and the services that they provide. The site facilitator and the team used this opportunity to clarify roles & responsibilities of the team members so this could be clearly defined to others. Using the 'additional' intervention dollars, a professional writer was contracted to work with the team to create a professional document and advertising that the team believed best represented them & their centre. (*Appendix V*)

## Report

### 1. Describe each of the CP&LE sites/teams that participated in this project.

Please include:

- **Target Population**
- **Service Delivery Model (i.e., facility based, community-based, practitioners involved, etc.)**
- **Organizational Context (i.e., how situated within the broader organization, key linkages, etc.)**
- **Degree of Student Involvement**

### **JURISDICTION**

The Saskatchewan CP & LE project was driven by a Provincial (Jurisdictional) Steering Committee. The PSC was co-chaired by participating RHAs and a representative from the Ministry of Health (Workforce Planning Branch). Seen as a cross-jurisdictional opportunity to enhance patient and family-centered collaborative practice, consistent with Saskatchewan's Patient-First Review, two sites (primary healthcare teams) were selected for implementation of this project in Saskatchewan. The Provincial (Jurisdictional) Steering Committee oversaw the implementation of the CP&LE project in the province and coordinated cross-jurisdictional aspects of the project. (*Appendix VI*)

### **RURAL WEST PRIMARY HEALTH CARE TEAM, SUN COUNTRY HEALTH REGION**

*Vision of the Rural West Primary Health Care Team:*

"Quality client focused health care in an accessible and timely manner by a coordinated multi-disciplinary team tailored to the client's needs"

*Population Served by the Rural West Primary Health Care Team:*

- The area west of Weyburn, Saskatchewan
- Area covers 14, 400 square kms (Agriculture based Community with some oil development)
- 3 Health Facilities
- Population of area is 3772
- Serves a population of 4997

*The Rural West Primary Health Care Team:*

Client(s), Physicians, Nurse Practitioners, Registered Nurses, Pharmacists, Dieticians, Community Partners, Occupational & Physical Therapists, Home Care, Social Work, Mental Health, Public Health & All Support Services.

*Organizational Context:*

The Rural West Primary Health Care Team is one of three Primary Health Care teams in the Sun Country Health Region. The Rural West Primary Health Care Team is

unique, in comparison to the other Primary Health Care teams, as Rural West covers a larger geographical area, has a more interdisciplinary mix of health professionals and is the youngest (only one year old).

*Degree of Student Involvement:*

Sun Country has seen an increased involvement of students. The majority of students come to Sun Country to complete their rural practicum. The majority of these students are from the College of Nursing. Out of the Primary Health Care sites in Sun Country, a significant amount of student placements occur within the Rural West Primary Health Care Team. Overall, the Sun Country Health Region and its Rural West Primary Health Care team has become a choice 'rural health' placement for practicum students in Health Science faculties at the University of Saskatchewan.

### **WOMEN'S WELLNESS CENTRE TEAM, SUNRISE HEALTH REGION**

*Vision of the Women's Wellness Team:*

"The Women's Wellness Centre provides a safe and respectful clinic where women are empowered to learn all they can about what contributes to their health and well-being so they can make informed choices through involvement and participation"

*Population Served by the Women's Wellness Team:*

- Services are offered to women from 12 years old and up
- Total population 56,800 serviced (City of Yorkton, population +/- 17,600, is largest community with 31% of the total population)
- First Nation communities of Key, Cote and Keesekoose account for 2.8% of the population
- Services Offered: Pre-menopause & Menopause support, Sexually Transmitted Diseases clinic, Birth Control Counseling, Care before & after birth, Pre-pregnancy planning, Depression assessment, Bone health support, and Pap & Breast exams.

*The Women's Wellness Team:*

Physician, Nurse Practitioners, Community Support Worker, Administrative Assistants & Visiting Services (Mental Health Nurse/Counselor, Exercise Therapist, and are actively recruiting a Pharmacist)

*Organizational Context:*

In regards to the organizational context, the Women's Wellness Centre (WWC) Team is one of five inter-disciplinary teams within the Primary Health Care (PHC) portfolio, which also has a developing Chronic Disease Management (CDM) program that links very strongly to each of the PHC teams and other primary care physician clinics. Thus, various members will assist in delivering CDM programs in their communities as well as other educational events. WWC links with the local educational institutions or organizations such as Kid's First in offering them services or educational events. These would include the Teen nights and Women's events.

2. Briefly describe the roles and relationships within your service delivery team(s) and the degree to which you feel you had the opportunity to optimize roles through the course of the project.

### **Roles within the Saskatchewan IPCP & LE Initiative**

#### **RURAL WEST PRIMARY HEALTH CARE TEAM, SUN COUNTRY HEALTH REGION**

*The Rural West Primary Health Care Team:*

Client(s), Physicians, Nurse Practitioners, Registered Nurses, Pharmacists, Dieticians, Community Partners, Occupational & Physical Therapists, Home Care, Social Work, Mental Health, Public Health & All Support Services.

IPCP & LE Staff:

An Internal On Site Facilitator (see *Appendix I*) & the Provincial/Jurisdictional Research Facilitator [External Consultant] (see *Appendix II*)

#### **WOMEN'S WELLNESS CENTRE TEAM, SUNRISE HEALTH REGION**

*The Women's Wellness Team:*

Physician, Nurse Practitioners, Community Support Worker, Administrative Assistants & Visiting Services (Mental Health Nurse/Counselor, Exercise Therapist, and are actively recruiting a Pharmacist)

IPCP & LE Staff:

An External On Site Facilitator (see *Appendix III*) & the Provincial/Jurisdictional Research Facilitator (External Consultant) (see *Appendix II*)

### **Relationships within the Saskatchewan IPCP & LE Initiative**

The Sun Country Rural West Primary Health Care Team and the Sunrise Women's Wellness Centre Team engaged in the following Interprofessional Team Relationship Activities:

- *Research Meetings*
- *Regular Team Meetings*
- *Community/Patient Relationship: Consultations Meetings and Lunch & Learn Sessions*

#### **Research Meetings**

The purpose of Research Meetings were for the Provincial/Jurisdictional Research Consultant and the On-Site Facilitator(s) to plan and develop interprofessional interventions for each individual team. The planning meetings were an opportunity for the On-Site Facilitator to:

- Describe the roles and responsibilities of the team members
- Provide regular updates on Team Meetings (minutes, discussions, etc.)
- Identify and describe the aims, goals and vision of the team as it pertains to IPCP learning

The Research Meetings would then focus on the following activities based on the report

of the On-Site Facilitator:

- Research Consultant would propose Best Practice Research on the areas of IPCP team development identified by the team
- Development of interventions and intervention strategies to meet the needs of the team (with a plan to continuously report back to the large team as needed)
- Plan learning events, meetings, work sessions, planning sessions as needed.

### *Regular Team Meetings*

The purpose of regular team meetings was to provide opportunity for face to face interprofessional conversations on the current state of the team and to develop aims, measures and actions to move forward. This was an opportunity to understand roles and responsibilities of the team members as well as implement the interventions planned during the Research Meeting.

The process of regular team meetings include:

- Yearly the team holds a planning session to develop their aims, measures and actions
- Team leads are assigned to each of the aims
- Team meets monthly - this drives the work and progress of the team
- Team leads will meet between the monthly meetings to move their agenda forward, reporting back to the large group as needed
- Other learning events, working sessions, planning sessions are held as needed

In order to continue the momentum of the team, the On-Site Facilitator attended all regular team meetings in order to become a key member of the team. The role of the On-Site Facilitator was to be the main team 'contact'. All interventions in the IPCP & LE initiative were in consultation with the team members, proposed by the On-Site Facilitator.

### *Community/Patient Relationship: Consultations Meetings and Lunch & Learn Sessions*

The Rural West Primary Health Care Team held community consultations in 3 communities. These consultations involved education about Rural West, asking the community about their strengths, challenges and opportunities to work together with the team. This opportunity provided a way to listen and engage the community that builds relationships, trust and support. The overall purpose of Community Consultation Meetings is to involve, educate, and consult community.

The Women's Wellness Centre hosted bi-monthly Lunch & Learn Sessions for community members, patients and service providers. This opportunity provided a way for these key stakeholders to engage in the newly established Women's Wellness Centre and in the team approach to healthy living within their community.

**3. Briefly describe the key outcomes that your site targeted for improvement with respect to:**

- **patient/family**
- **providers**
- **broader organization and/or system**

**FOCUS: PROVIDER**

<b>Key Outcomes</b>
<ul style="list-style-type: none"> <li>• Assess current practice as to the quality of collaboration (communication, shared decision making, assessment etc. on site and externally) and identify opportunities for enhancement</li> </ul>
<ul style="list-style-type: none"> <li>• Hold learning sessions for providers about key concepts (collaboration, IPE, Competencies)</li> </ul>
<ul style="list-style-type: none"> <li>• Develop common guidelines for development of CP &amp; LE</li> </ul>
<ul style="list-style-type: none"> <li>• Develop structures and processes to enhance collaboration</li> </ul>
<ul style="list-style-type: none"> <li>• Support team/unit/site managers in implementing collaborative structures and processes</li> </ul>
<ul style="list-style-type: none"> <li>• Train staff on inter-professional mentoring (especially in concern to practicum students)</li> </ul>
<ul style="list-style-type: none"> <li>• Create an orientation package on Collaborative Practice</li> </ul>

**FOCUS: SITE (*Environment*)**

<b>Key Outcomes</b>
<ul style="list-style-type: none"> <li>• Enhance capacity of site team for ongoing monitoring of practice to conduct future practice changes as needed (sustainability)</li> </ul>
<ul style="list-style-type: none"> <li>• Enhance level of collaboration of the Team within the Health Region</li> </ul>

**FOCUS: PATIENT**

<b>Key Outcomes</b>
<ul style="list-style-type: none"><li>• Assist patients and families in becoming aware of IPCP</li></ul>
<ul style="list-style-type: none"><li>• Enhance patient care experience (continuity of care)</li></ul>
<ul style="list-style-type: none"><li>• Identify and implement collaborative structures and process to enhance patient education and patient care experience</li></ul>

**FOCUS: STUDENT**

<b>Key Outcomes</b>
<ul style="list-style-type: none"><li>• Enhance inter-professional collaboration amongst students</li></ul>
<ul style="list-style-type: none"><li>• Enhance integration of students into inter-professional practice teams within Rural West</li></ul>

**FOCUS: PARTNERSHIP/JURISDICTION**  
**FOCUS: SITE (*Environment*)**

<b>Key Outcomes</b>
<ul style="list-style-type: none"><li>• Develop a network of Community and/or Organization stakeholders engaged in IPCP</li></ul>
<ul style="list-style-type: none"><li>• Set foundations for regular Lunch &amp; Learn Sessions to enhance collaboration within the jurisdiction</li></ul>
<ul style="list-style-type: none"><li>• Engage in Networking/Partnership Opportunities, Knowledge Transfer &amp; Sharing at IPCP Learning Events</li></ul>

4. Briefly describe the interventions you introduced (to work on question 2 and 3 above). Please identify all tools, resources and/or processes used.  
 (see Appendix IV)

### FOCUS: PROVIDER

Key Outcome	Intervention
<ul style="list-style-type: none"> <li>▪ Assess current practice as to the quality of collaboration (communication, shared decision making, assessment etc. on site and externally) and identify opportunities for enhancement</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic Planning Meeting (<i>both sites</i>)</li> <li>• Staff Interviews (<i>both sites</i>)</li> <li>• Administer self assessment evaluations &amp; Attitude Assessments (Pre-Survey) (<i>both sites</i>)</li> <li>• Collect assessments (<i>both sites</i>)</li> <li>• Distribute assessments for Analysis (<i>both sites</i>)</li> <li>• Analysis (<i>both sites</i>)</li> <li>• Use data to direct interventions (<i>both sites</i>)</li> <li>• Administer self assessment evaluations &amp; Attitude Assessments (Post-Survey) (<i>both sites</i>)</li> <li>• Compare self assessment evaluations &amp; Attitude Assessments (Pre-&amp;Post-Survey Results) (<i>both sites</i>)</li> </ul>
<ul style="list-style-type: none"> <li>▪ Hold learning sessions for providers about key concepts (collaboration, IPE, Competencies)</li> </ul>	<ul style="list-style-type: none"> <li>• Plan &amp; organize Learning Event on IPE Competencies - administered by Site Facilitator – see Appendix V (<i>both sites</i>)</li> <li>• Email circulation of key learning/knowledge documents to team members (<i>both sites</i>)</li> <li>• Design feedback page on attending a Learning Event/PD Reporting Outline (<i>both sites</i>)</li> <li>• Have team provide feedback on Learning Event Reporting/PD Reporting Outline (<i>Rural West Primary Health Care Team</i>)</li> <li>• Interprofessional Experience in Pain Management Conference, January 2011 (<i>both sites</i>)</li> </ul>

	<ul style="list-style-type: none"> <li>• Learning Event: Interprofessional Health Collaborative of Saskatchewan (IHCS) IP Workshop, March 2011 <i>(both sites)</i></li> <li>• InterD4 Interdisciplinary Workshop, by Communimed, on effective IP Communication, March 2011 <i>(both sites)</i></li> <li>• Emotional Intelligence Quotient Testing &amp; Consulting for Team Members, May-June, 2011 <i>(Women's Wellness Centre Team)</i></li> <li>• Collect feedback on event participation via Learning Event Reporting/PD Reporting Outline Tool <i>(both sites)</i></li> <li>• Purchase of Online Team Development IP Modules (Created by McMaster University with Interprofessional Education Online) for the education &amp; development of team members <i>(Rural West Primary Health Care Team)</i></li> <li>• Analyze feedback from event participation via Learning Event Reporting/PD Reporting Outline Tool <i>(both sites)</i></li> </ul>
<ul style="list-style-type: none"> <li>• Develop common guidelines for development of CP &amp; LE</li> <li>• Develop structures and processes to enhance collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct Best Practice Research on Guides for Effective IP Teams <i>(both sites)</i></li> <li>• Conduct Best Practice Research on Guides &amp; Tools for IP Student Placements <i>(Rural West Primary Health Care Team)</i></li> <li>• Creation &amp; design of Guides/Tools for Effective IP Teams <i>(both sites)</i> and Guides/Tools for IP Student Placements using feedback from site <i>(Rural West Primary Health Care Team)</i></li> <li>• Implementation &amp; Testing of Guides/Tools (Sharing resource updates with team(s) on a regular basis, briefings at staff meetings, and through regular team meetings) <i>(both sites)</i></li> <li>• Circulation: This may be in the form of a handout, orientation package, and placement in a resource library on site <i>(both sites)</i></li> </ul>

<ul style="list-style-type: none"> <li>• Support team/unit/site managers in implementing collaborative structures and processes</li> </ul>	<ul style="list-style-type: none"> <li>• Site Facilitators /Research Facilitator provide ongoing support of team/unit/site staff in implementing collaborative structures and processes (<i>both sites</i>)</li> <li>• Development of Code of Conduct Process (adapted from Communimed Learning Event, March 2011) to enhance team communication and collaboration (<i>both sites</i>)</li> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• Train staff on inter-professional mentoring (especially in concern to practicum students)</li> </ul>	<ul style="list-style-type: none"> <li>• Identify a University of Saskatchewan Faculty member who is linked with ICP curriculum-Networking occurred at IHCS IP Workshop on March 4th (<i>Rural West Primary Health Care Team</i>)</li> <li>• Meeting occurred at the Health Region, with Faculty, member to discuss the possibilities &amp; process of incorporating the IP Student Placement Guide into the student practicum and enhance collaboration between practicum site &amp; University (<i>Rural West Primary Health Care Team</i>)</li> <li>• Faculty member provided feedback on IP Student Placement Guide (<i>Rural West Primary Health Care Team</i>)</li> <li>• <i>Work with Faculty will be on-going to strengthen Student IP Placements (Rural West Primary Health Care Team)</i></li> </ul>
<ul style="list-style-type: none"> <li>• Create an orientation package on Collaborative Practice</li> </ul>	<ul style="list-style-type: none"> <li>• Notes, reflections, paperwork connected to all interventions related to this process in order to document the sites activities (<i>both sites</i>)</li> <li>• Guide &amp; Tools for Effective IP Teams created (<i>both sites</i>)</li> <li>• Guide &amp; Tools for IP Student Placements created (<i>Rural West Primary Health Care Team</i>)</li> </ul>

### FOCUS: SITE (*Environment*)

Key Outcome	Intervention
<ul style="list-style-type: none"> <li>• Enhance capacity of site team for ongoing monitoring of practice to conduct future practice changes</li> </ul>	<ul style="list-style-type: none"> <li>• Guide &amp; Tools for Effective IP Teams created (<i>both sites</i>)</li> <li>• Development &amp; Implementation of Patient Satisfaction Survey Process (<i>Women’s Wellness Centre Team</i>)</li> </ul>

as needed (sustainability)	
<ul style="list-style-type: none"> <li>Enhance level of collaboration of the Team within the Health Region</li> </ul>	<ul style="list-style-type: none"> <li>Creation of a communication document &amp; event for Women’s Wellness Centre (WWC) to update other departments/offices/staff about WWC, their roles/responsibilities and upcoming events/news, etc. (<i>Women’s Wellness Centre Team</i>)</li> <li>Organization of an ‘in-house’ Lunch &amp; Learn Session for all employees/offices/departments in the building (Tasks: budget, date, advertising, staff participation) (<i>Women’s Wellness Centre Team</i>)</li> </ul>

## FOCUS: PATIENT

Key Outcome	Intervention
<ul style="list-style-type: none"> <li>Assist patients and families in becoming aware of IPCP</li> </ul>	<ul style="list-style-type: none"> <li>Community Consultation Meetings held to introduce the Rural West Primary Health Care Team (<i>Rural West Primary Health Care Team</i>)</li> <li>Collect baseline data from Community Consultation Meetings to assess their attitudes &amp; responses to IPCP (<i>Rural West Primary Health Care Team</i>)</li> <li>Creation of materials to introduce the health care team and the concept of IPCP to patients (<i>Women’s Wellness Centre Team</i>)</li> <li>Circulation of materials (<i>Women’s Wellness Centre Team</i>)</li> </ul>

<ul style="list-style-type: none"> <li>• Enhance patient care experience (continuity of care)</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct best practice research on effective Patient Satisfaction Surveys (<i>Women’s Wellness Centre Team</i>)</li> <li>• Work with team to create the tool to have an IPCP focus (<i>Women’s Wellness Centre Team</i>)</li> <li>• Identify an assessment period 2 months to understand their care experience (Identify strengths and weaknesses in the care experience as they relate to collaborative processes [point of fragmentation, missing providers etc.] and ask patients and families about their journey in the system with a focus on what facilitated smooth journ(ey)s) (<i>Women’s Wellness Centre Team</i>)</li> <li>• Analysis of the Patient Satisfaction Survey data &amp; the tool itself (<i>Women’s Wellness Centre Team</i>)</li> </ul>
<ul style="list-style-type: none"> <li>• Identify and implement collaborative structures and process to enhance patient education and patient care experience</li> </ul>	<ul style="list-style-type: none"> <li>• Organization of ‘in-house’ Lunch &amp; Learn Sessions for all community members to learn about the visiting services &amp; community partners of the Women’s Wellness Centre (Tasks: budget, dates, advertising, staff participation, organization, creation of feedback tool &amp; assessment of participant feedback) (<i>Women’s Wellness Centre Team</i>)</li> </ul>

## FOCUS: STUDENT

Key Outcome	Intervention
<ul style="list-style-type: none"> <li>• Enhance inter-professional collaboration amongst students</li> </ul>	<ul style="list-style-type: none"> <li>• Collect baseline data on students and their placements (<i>Rural West Primary Health Care Team</i>)</li> <li>• The Rural West Team identified collaborative assignments/projects that would fit into the students timelines &amp; schedules (<i>Rural West Primary Health Care Team</i>)</li> <li>• Conduct best practice research on assessment &amp; education tools for student IP placement experiences (<i>Rural</i></li> </ul>

	<p><i>West Primary Health Care Team)</i></p> <ul style="list-style-type: none"> <li>• Create Guide &amp; Tools for IP Student Placements (<i>Rural West Primary Health Care Team)</i></li> <li>• Site facilitator engages the team in the editing &amp; implementing of Guide &amp; Tools (<i>Rural West Primary Health Care Team)</i></li> <li>• Tools tested on students (<i>Rural West Primary Health Care Team)</i></li> <li>• Student data collected from the tools (<i>Rural West Primary Health Care Team)</i></li> <li>• Data analyzed (<i>Rural West Primary Health Care Team)</i></li> </ul>
<ul style="list-style-type: none"> <li>• Enhance integration of students into inter-professional practice teams within Rural West</li> </ul>	<ul style="list-style-type: none"> <li>• Site facilitator &amp; team currently incorporates students into staff collaborative practice teams where appropriate (<i>Rural West Primary Health Care Team)</i></li> <li>• Student participation in IPCP&amp;LE professional development activity (<i>Rural West Primary Health Care Team)</i></li> <li>• Site facilitator is creating mechanisms for students to interact with staff from other disciplines and to observe/practice collaboration (<i>Rural West Primary Health Care Team)</i></li> </ul>

**FOCUS: PARTNERSHIP/JURISDICTION**  
**FOCUS: SITE (*Environment*)**

<b>Key Outcome</b>	<b>Intervention</b>
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<ul style="list-style-type: none"> <li>• Develop a network of Community and/or Organization stakeholders engaged in IPCP</li> </ul>	<ul style="list-style-type: none"> <li>• Community Consultation Process (<i>Rural West Primary Health Care Team</i>)</li> <li>• Development of materials to introduce the health care team and the concept of IPCP to patients (<i>Women’s Wellness Centre Team</i>)</li> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• Set foundations for regular Lunch &amp; Learn Sessions to enhance collaboration within the jurisdiction</li> </ul>	<ul style="list-style-type: none"> <li>• Work with Staff to organize bi-weekly Lunch &amp; Learn events (<i>Women’s Wellness Centre Team</i>)</li> <li>• Logistics for Lunch &amp; Learn Events: Budget, Dates, Location (<i>Women’s Wellness Centre Team</i>)</li> <li>• Invite key stakeholders from various networks to participate in regular (bi-monthly) Lunch &amp; Learn Sessions (<i>Women’s Wellness Centre Team</i>)</li> <li>• Develop an advertising strategy for Lunch &amp; Learn Sessions (<i>Women’s Wellness Centre Team</i>)</li> <li>• Design feedback survey for Lunch &amp; Learn Events (<i>Women’s Wellness Centre Team</i>)</li> <li>• Hold regular Lunch &amp; Learn Sessions (<i>Women’s Wellness Centre Team</i>)</li> <li>• Collect Feedback from Lunch &amp; Learn Events (<i>Women’s Wellness Centre Team</i>)</li> <li>• Analyze feedback from Lunch &amp; Learn Events (<i>Women’s Wellness Centre Team</i>)</li> </ul>
<ul style="list-style-type: none"> <li>• Engage in Networking/Partnership Opportunities, Knowledge Transfer &amp; Sharing at IPCP Learning Events</li> </ul>	<ul style="list-style-type: none"> <li>• Development of proposal for the Saskatchewan Association of Health Organizations (SAHO) Annual Conference, January 2011 (<i>Rural West Primary Health Care Team</i>)</li> <li>• Presentation at the Interprofessional Health Collaborative of Saskatchewan (IHCS) IP Workshop on the Saskatchewan IPCP&amp;LE Project, March 2011 (<i>both sites</i>) (<i>see Appendix VI</i>)</li> <li>• Poster Presentation on the Team &amp; Services at an Education Wellness Event in the Community, March 2011 (<i>Women’s Wellness Centre Team</i>)</li> <li>• Proposal accepted &amp; Poster on Rural West Primary Health Care Team displayed at the SAHO Conference, April 2011 (<i>Rural West Primary Health Care Team</i>)</li> <li>• Development of proposals for Collaborating Across Borders IPCP Conference (Topics: Guide for Effective IP Teams; Guide for Student IP</li> </ul>

	<p>Placements), April 2011 (<i>Rural West Primary Health Care Team</i>)</p> <ul style="list-style-type: none"><li>• Presentation to the Primary Health Care Directors in Sunrise Health Region on the Women’s Wellness Centre &amp; the IPCP &amp; LE initiative, April 2011 (<i>Women’s Wellness Centre Team</i>)</li><li>• Jurisdictional Update on the Saskatchewan IPCP&amp;LE Project at the Interprofessional Health Collaborative of Saskatchewan (IHCS) Annual Meeting, June 2011 (<i>both sites</i>)</li><li>• Proposals accepted for Collaborating Across Borders IPCP Conference (Topics: Guide for Effective IP Teams; Guide for Student IP Placements). Conference Presentations will take place in November 2011 (<i>Rural West Primary Health Care Team</i>)</li></ul>
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5. Please list all documents used and produced by your site, with a brief description of each, the rationale for using them and how each was used (i.e., baseline scans and analysis, evaluation reports, notes/results from interventions, etc.).

**NOTE: All products from your site should be uploaded to the eCoP.**

### **A Guide for Effective Interprofessional Primary Health Care Teams**

The following IPCP tools & documents have been created for the primary health care teams:

- *Assessment of Team Attitudes & Functioning: Pre & Post Questionnaires*
- *Code of Conduct Process*
- *Post-Learning Event Interview & Learning Event Presentation Outline*
- *Additional Tools & Resources*

#### *Assessment of Team Functioning: Pre & Post Questionnaires*

The following measurement instruments were used at pre & post intervals in order to identify the team attitudes and level of functioning (see Appendix VII for results):

- ATHCT Scale: **Attitudes** Toward Health Care Teams Scale (*Rural West Primary Health Care Site & Women’s Wellness Centre Site*)
- Team **Skills** Scale (TSS): a self-assessment instrument (*Rural West Primary Health Care Site & Women’s Wellness Centre Site*)
- Interprofessional Collaboration Scale (IPC): Team **function** from individual team members’ perspective specifically, effectiveness of communication, accommodation and appearance of isolation (*Rural West Primary Health Care Site & Women’s Wellness Centre Site*)
- Team Fitness Tool (*Rural West Primary Health Care Site*)
- Primary Health Care Team Effectiveness Survey (*Rural West Primary Health Care Site*)

#### *Code of Conduct Process*

For an interprofessional team to function effectively, the team’s purpose and goals should be clearly understood and agreed upon by all members. Organization is an essential part of facilitating communication between different health providers practicing collaborative care. Be sure to identify each team member’s responsibilities; hold regularly scheduled team meetings; record and distribute action items; and agree on how to communicate progress/changes between meetings. Discussing process issues related to interprofessional education and working in an interprofessional team environment (such as trust, respect, role clarification and perceptions) helps to address conflicts, miscommunications and role overlap.

The Rural West Primary Health Care Team engaged in a Code of Conduct Process with the purpose to develop team norms – a set of rules and guidelines that shape the interactions among team members. The Code of Conduct guides team behaviour, and is used to assess how well team are interacting with each other and

external partners. Team norms enable team members to call each other out on any behaviour that negatively affects the success of the team.

The rationale for creating and maintaining a code of conduct is:

- That the members of every team and work group develop particular ways of interacting with each other over time.
- Effective interpersonal communication among members and successful communication with managers and employees external to the team are critical components of team functioning.
- How a team makes decisions, assigns work, and holds members accountable determine team success.
- Developing a code of conduct is an opportunity to form team relationship guidelines or team norms. (Rural West has identified this as a way to share how they work together with others)

### *Post-Learning Event Interview & Learning Event Presentation Outline*

Learning about the tasks and responsibilities of different professions increases team member appreciation, promotes healthy communication and strengthens collaborative delivery of care. Be sure that your interprofessional education initiative addresses stereotypes and misconceptions, increases awareness of role differences and similarities and acknowledges the unique contributions of each provider. For collaborative health care strategies to be effective, the relationships among team members must be fostered over time and through shared learning activities (such as IPE).

The Post-Learning Event Interview was created with the purpose of capturing the learning that team members engaged in while attending professional development events. The Team Facilitator can conduct the Post-Learning Event data collection by interview format or as a questionnaire. Ultimately, the Team Facilitator may use this information collected to plan future team focused learning events.

The Learning Event Presentation Outline is very similar to the Post-Learning Event Interview as it can assist the Team Facilitator in planning future team focused learning events. However, the focus of this document is to provide the learner with a presentation outline to share their newly gained knowledge 'back' to their interprofessional team.

### *Additional Tools & Resources*

The Rural West Team & the Women's Wellness Centre Team will continue to expand its Interprofessional resources, in a variety of formats, in order to enrich collaboration of teams. Examples of ways that these two sites enrich collaboration among teams and team members include:

- Knowledge exchange activities centred around the sharing of best practices
- Formal education: courses, lectures, tutorials, seminars, team rounds, clinical rotations, case conferences, clinical placements or locums
- Continuing education: workshops, conferences seminars, symposia or presentations, teleseminars (phone), webinars (internet)
- Educational resources: research papers, treatment guidelines, toolkits, websites, vodcasts (video), podcasts (audio) and online learning modules

### ***A Guide to Interprofessional Student Placements in a Rural Health Primary Health Care Team***

The following tools & documents are included within the guide and have been created for students in interprofessional rural placements to complete:

- *Pre-Placement Questionnaire*
- *Mid-Placement Questionnaire*
- *Post-Placement Questionnaire*
- *Interprofessional Practice-Based Learning: Competency Reflection Journal*
- *Preceptor(s)/Lead/Facilitator Post-Placement Interview*
- *Optional Interview with Student IP Placement*

#### ***Placement Questionnaires***

Students will participate in research data collection which involves completing evaluation tools at the beginning, middle and end of placement. The collection of this data is critical to understanding the impact of IPE placements on future health care professionals' attitudes, skills and knowledge with respect to interprofessional collaborative practice.

#### ***Interprofessional Practice-Based Learning: Competency Reflection Journal***

The Competency Reflection Journal is a tool that was developed to encourage reflection among students in their Interprofessional placements about how interprofessional collaboration is demonstrated in practice settings. This journal is designed to enhance the interprofessional focus of the placement in which, in addition to the medical skills students will develop, students will be paying particular attention to how the interprofessional team with which they are working functions.

#### ***Preceptor(s)/Lead/Facilitator Post-Placement Interview***

A questionnaire can be completed with the Preceptor and/or Lead/Facilitator at the conclusion of a Student IP Placement. The information gathered from this process will assist Rural West in improving future IP Placements within the team.

#### ***Optional Interview with Student IP Placement***

An Interview may be arranged at the end of a Student Placement so that a Lead/Facilitator can gather further qualitative information on the Interprofessional aspect of the student experience with the Rural West Team.

#### ***Interprofessional Practice Project***

The Interprofessional Practice Project of students in interprofessional placements will depend on the level of competence in their profession and the goals of their placement experience. While some students will focus on health promotion and education, other students may focus on primary care, please realize that some students may also have projects of their own.