



# CANADIAN INTERPROFESSIONAL HEALTH COLLABORATIVE NATIONAL COMPETENCY FRAMEWORK

## Competency #5 *Interprofessional Communication*

### INTERPROFESSIONAL COMMUNICATION

#### **What is it?**

Interprofessional Communication occurs when health providers/ students communicate with each other, with people and their families, and with the community in an open, collaborative and responsible manner. This type of communication builds trust amongst people, their families and all team members.

#### **How does it work?**

To support interprofessional communication, health providers/ students create a healthcare team that includes people, their families and the community.

This healthcare team establishes good communication by:

- Actively listening to each team member.
- Coming to a common understanding regarding care decisions.
- Developing trust amongst all team members.
- Effectively using information and communication technology.

#### **Application and integration**

Interprofessional communication occurs within an environment of mutual respect. In this positive environment, decision making and responsibilities are shared. In addition, this communication means setting shared goals and creating collaborative care plans.

#### **Interprofessional Communication in Action**

**A client of a Community Access Centre is living independently in the community with type 2 diabetes, depression and chronic pain. Over the past year she has been working with her nurse practitioner (NP), her daughter and other professionals at the Access Centre to develop strategies to improve her health.**

**She appreciates how the Access Centre team works together and that they welcome her daughter to the appointments, and shares information while keeping her goals for health at the forefront.**

**Since attending the Access Centre she has primarily worked with her NP, but has seen the dietitian, diabetes nurse, a counsellor, the lab tech and one of the physicians. Her NP also consulted a pain specialist as well as a physiotherapist for acupuncture and created a home exercise plan to reduce her pain and increase her mobility. Her NP helped to arrange for the seniors resource team (a registered nurse**

**and occupational therapist) to come into her home to do a falls risk assessment.**

**As a result of the Access Centre's team members' involvement and interprofessional communication, the client now feels safer in her home, has started volunteering at a local seniors' centre as she has more energy, and she has better control over her diabetes. Working with her NP and her team at the Access Centre has empowered her to feel more in control of her health and her future.**

#### **Communication Skills**

In a collaborative interprofessional environment, team members communicate effectively with those from other professions.

Effective communication is shown through active listening, and other non-verbal means. This communication occurs through negotiation, consultation, interaction, discussion and debate.

#### **Respect**

Respectful interprofessional communication relies on full disclosure and transparency in all interactions. This communication is consistently authentic and demonstrates trust amongst all healthcare team members, including the people receiving care.

#### **Outcome**

Interprofessional Communication develops a common understanding and builds trust within all team members. Interacting and communicating in this manner leads to better person-centred health outcomes.

For more information see page 16 of the CIHC National Interprofessional Competency Framework at [www.cihc.ca/files/CIHC\\_IPCompetencies\\_Feb1210.pdf](http://www.cihc.ca/files/CIHC_IPCompetencies_Feb1210.pdf)



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