


# Therapeutic Communication for HCA


## Chapter 4: Interprofessional Communication


### Therapeutic Communication for Health Care Administrators

Kimberlee Carter; Marie Rutherford; and Connie Stevens

   
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Communication  
for Health Care  
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Kimberlee Carter  
Marie Rutherford  
Connie Stevens

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- Complex images have long descriptions and are available in the notes section of each slide
- We welcome your feedback if you notice an area not addressed, please contact the authors listed here

# Learning Objectives

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- Recognize the role of interprofessional communication in health care settings
- Describe the elements and goals of interprofessional communication
- Explore behavioural practices influencing interprofessional care teams
- Apply strategies for managing conflict within the context of interprofessional teams

# Introduction

- Interprofessional Communication is when a health professional communicates with anyone
- Multidisciplinary or Intradisciplinary is used to describe a medical team
- Each discipline approaches healthcare in their own way
- IPC stands for Interprofessional care

# Role of Interprofessional Communication in Health Care

Interdisciplinary health teams function together utilizing:

- Mutual trust and respect
- Reflective practice and mindful effort
- Understanding the importance of communication

# Elements of Interprofessional Communication

1. Interprofessional communication
2. Patient/client/family/community-centered care
3. Role clarification
4. Team functioning
5. Interprofessional conflict resolution
6. Collaborative leadership

# Interprofessional Communication Competency

Ways to strengthen interprofessional communication:

- Use words everyone understands
- Ensure information is complete
- Be responsive to variable circumstances and needs
- Use specified communication channels
- Stay up to date with information
- Be respectful of members of the team

# Patient/Client/Family/Community-centered Care Competency

Patient centered care is focused on:

- Family involved in the design of treatment plans
- This allows for better support of the patient
- Highlights community support options
- Promotes preventative care strategies



# Role Clarification Competency

Knowing all of the roles is crucial:

- Gaps in care can be identified
- Duplications can be eliminated
- Streamlines the implementation process

# Team Functioning Competency

Ground rules are essential for the team:

- No gossiping or destructive comments
- Psychological safety
- Team values and goals will be developed
- Gaps and power discrepancies will be addressed

# Interprofessional Conflict Competency

## Types of Conflict:

- Data/Information
- Values
- Relationship
- Structural

# Collaborative Leadership

Interprofessionals working together to achieve healthy outcomes.

- Participation in planning care is encouraged
- Clear roles, overlap is addressed
- When expertise is needed respectfully acknowledge it
- Advocate for the client/patient/family

# Collaborating with Interprofessional Teams to Support Patient Outcomes

Collaboration is vital to save resources and improve care.

# Summary

In this slide show you have:

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