

Interprofessional Client-Centred Care



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The IPC Charter is presented on the next page. It provides simple but powerful statements that commit caregivers and leaders to transformative behaviours. I invite RDs to consider ways to personally adopt the Charter showing continued leadership and commitment to IPC. I would also hope that all health teams would carefully review the IPC Charter and determine how to embed it in everything they do.

Client-centred care is a highly held value and a cornerstone of dietetic practice. It is also now central in the movement to improve interprofessional care (IPC). The very definition of IPC places patients and families at the apex of the health care system and the collaborative efforts of health care providers.

HeathForceOntario recently released the final report of the Interprofessional Care Strategic Implementation Committee. The report and accompanying *Resource Guide for IPC Competence* presents ideas and a tool kit to challenge and support patients, caregivers and leaders in all sectors of health to advance the discussion and actions leading to improved IPC in Ontario.

I had the pleasure of being a member of the Core Competencies Working Group which had the task of advancing the understanding and articulation of the values and professional competencies that underpin IPC. It was exciting to see the work unfold through a multi-stakeholder engagement plan, beginning with listening to patients speak about how professionals need to work together to support them to improve their health and what this feels like when it happens. Caregiver experiences were also captured as important learnings about collaborative teams.

IPC RESOURCES

An *IPC Charter* and *Resource Guide for IPC Competence* are the two central products. The IPC Charter is presented on the next page. It provides simple but powerful statements that commit caregivers and leaders to transformative behaviours. I invite RDs to consider ways to personally adopt the Charter showing continued leadership and commitment to IPC. I would also hope that all health teams would carefully review the IPC Charter and determine how to embed it in everything they do.

RDs are encouraged to access the resources and explore how they can be used to inspire IPC. The online resources include the Charter, an IPC poster, inspiring patient and caregiver videos, a *Health Caregiver Self-Assessment Tool*, *Team Self-Assessment Tool* and many links to interprofessional education materials. The final report and additional IPC resources are available at www.healthforceontario.ca > Scroll down the home page and click on "Interprofessional Care".

The College also invites you to share with us how you have used these resources and your experiences with advancing IPC and what you need to continue to do so. Please contact me at gignacm@cdo.on.ca or Deborah Cohen at cohend@cdo.on.ca.



ADVANCING COMPETENCE IN INTERPROFESSIONAL CARE: A CHARTER ON EXPECTATION AND COMMITMENTS



Patient Expectation

As a patient in Ontario, I expect my health care to be provided by various health caregivers who respect me and the health care choices I make. My caregivers seek to know my health experience and are prepared to work with me across settings to combine their knowledge and skills to meet my health goals.



IPC Blueprint

Interprofessional care (IPC) is the provision of comprehensive health services to patients by multiple health caregivers who work collaboratively to deliver quality care within and across settings.



Caregiver Commitments

As a health caregiver in Ontario, in supporting the IPC vision,

1. I will seek to know the experience of those I care for, respect and strive to understand their needs, and work with them to develop their care plans that acknowledge their choices,
2. I will understand my role and understand the role and expertise of other health caregivers,
3. I will inform those who are caring for patients with me about the care I am providing with them,
4. I will ask questions, communicate to be understood, seek input and listen respectfully to generate options for care,
5. I will be aware of how my own behaviour and attitudes impact interprofessional care and how I actively foster a culture of collaboration, and
6. I will acknowledge that there are limits to what I know and will continue to learn from others so that care can be better integrated and led by the best possible ideas.



Leader Commitments

To meet patient expectation(s) and enable caregiver commitments in Ontario, as health system leaders,

1. We will align our language, processes, structures and resources to foster an IPC culture,
2. We will create opportunities to collaborate within and across sectors to integrate IPC into practice, education, policy and research,
3. We will measure and evaluate our IPC initiatives to know what is being achieved, and
4. We will continuously improve IPC in the health care system by identifying, promoting and implementing practices that make a difference to patient care.

From: Oandasan, I., Robinson, J., Bosco, C., Carol, A., Casimiro, L., Dorschner, D., Gignac, M. L., McBride, J., Nicholson, I., Rukholm, E., & Schwartz, L. (2009). *Final Report of the IPC Core Competency Working Group to the Interprofessional Care Strategic Implementation Committee: Resource Guide for IPC Competence*. Toronto: University of Toronto, p. 8.