Disclosure Information
Effective Interdisciplinary Teamwork
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Objectives
1. Understand how the IDT came to be in the Conditions for Coverage
2. Define who constitutes the Nephrology IDT
3. Understand contributing factors and strengths of a high functioning Interdisciplinary Team
4. Understand common obstacles to team development
Conditions for Coverage

- The regulations that all dialysis facilities must follow who receive CMS payment
- Revised April 15, 2008 – 166 pages
- Interpretive guidance released October 3, 2008 – 299 pages
- 16 conditions
- Each condition has numerous v tags

The TEAM

- Nephrologist
- RN
- RD
- MSW
- Patient
- Responsible for providing each patient with an individualized and comprehensive assessment of his/her needs (v501)


Common Traits of a Strong IDT

- Confidence
- Communication
- Collaboration
- Rapport
- Respect
- Empathy
- Customer service
- Accountability
- Fun
Confidence

- Definition:
  - Trust in yourself and trust in your team
  - Comfort in your professional opinions and judgment
  - Comfort in your team members’ professional opinions and judgment
  - And what happens when the IDT lacks confidence?

Communication

- Definition
  - Means of connection between people
  - Without communication, everyone will work in a silo
  - Open and honest
  - Direct
  - Patient-centered

Collaboration

- Definition
  - Working together with someone to produce something
  - Focusing the team to provide an improved outcome for the patient
  - Each IDT member comes from a different perspective
  - MD, RN, and RD focus on clinical issues
  - MSW focuses on psychosocial issues
  - The patient focuses on themselves
Rapport

• Definition:
  ▫ A close relationship in which all parties understand each other
  ▫ Enables IDT members to express their opinions, even when they are dissenting

Respect

• Definition:
  ▫ A sense of worth or excellence of a person
  ▫ Respect is an important part of collaboration
  ▫ Opinions are not honored without respect

Empathy

• Definition:
  ▫ Intellectual identification with or vicarious experiencing of the feelings of another
  ▫ Empathy is NOT sympathy
  ▫ Understanding the uphill struggle for a dialysis patient
Customer Service

• Definition
  ▫ The assistance and advice provided by the team to patients who come to our clinics
• All patients treated equally
• Patients feel safe and comfortable

Accountability

• Definition
  ▫ The state of being answerable to your peers and your patients
• Follow through with the plan of care
• Provides parameters for good care
• Trust

Fun

• Definition
  ▫ Something that provides enjoyment
• The IDT can have fun with the patient and still remain professional
• Important to recognize and honor appropriate boundaries
• Has a positive impact on team cohesiveness
Got Team?

- A safe and respectful place to discuss obstacles the patient is facing
- Trust allows the members to support each other and plan effective care
- Results in effective patient care plans
- Sends positive ripples to the entire facility

Barriers

- Personality clashes
- Dislike of other team members
- Time
- Focusing on problems instead of the whole patient
- Working in silos
- Cross-cultural communication challenges

Personality Clashes

- Cannot expect everyone’s personalities to mesh
- Can be overcome by being respectful
- Consider some examples:
  - The person that does all the talking
  - The person that is always negative
  - The person that projects problems onto someone else
Dislike of Other Team Members

- We can't expect everyone to like each other
- We should expect professionalism and respect
- Consider the patient
  - Always comes in late
  - Lab values are not WNL
  - Disruptive
  - OR, “perfect”

Time

- The infamous barrier
- Never enough of it
- Never a “good” time
- Need to make the time
  - Standing schedule
  - Set an agenda and stick to it
  - Core team vs IDT

Focus on the Negative

- Can alienate the patient
- Patients are more than their lab values
- Root cause
- Empower patients
Silos
- No communication
- Duplicate work
- Miss something important
- Collaboration is missing

Cross-cultural Differences
- Communication styles
- Attitudes towards conflict
- Approaches to completing tasks
- Decision-making styles
- Attitudes towards disclosure
- Approaches to knowing

Important Skills
- Active Listening
- Motivational Interviewing
Active Listening

- Pay attention
- Show that you’re listening
- Provide feedback
- Defer judgment
- Respond appropriately
- Motivational Interviewing

Motivational Interviewing

- Open ended questions
- Affirmations
- Reflective listening

Breakout Groups

- Groups of 3-4
- Discuss how your IDT works well
- Discuss the challenges your IDT has
- Discuss ways to overcome those challenges
The Effective IDT is...

• Not just the care plan
• Taking care of clinic and outcomes on a daily basis
• Keeping the pulse of clinic to understand when they need to intervene versus escalate issues to the clinic manager