

Disclosure Information
Effective Interdisciplinary Teamwork
Debra Charondo, BA, RN, CNN
Jenna Hutchison, MSW, LCSW

Continuing Medical Education committee members and those involved in the planning of this CME Event have no financial relationships to disclose.

Debra Charondo, BA, RN, CNN
Jenna Hutchison, MSW, LCSW
I have no financial relationships to disclose.
I will not discuss off label use/or investigational use in my presentation.

Effective Interdisciplinary Teamwork

Debra Charondo, BA, RN, CNN
Jenna Hutchison, MSW, LCSW

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)

<https://www.cms.gov/Regulations-and-Guidance/Legislation/CFCsAndCOPs/downloads/cerifinalrule0415.pdf>

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

<http://www.phs.org/amsp/crosscult.html>

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
