Putting the “I” in IDT!
(Maximizing care coordination with the IDT)

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Pubmed Search

What year does the term “patient care team” appear in healthcare literature?
A) 2005  
B) 1995  
C) 1985  
D) 1975  
E) 1965

Which health professional group’s journal did this term first appear?
A) Hospice and palliative care  
B) Adult medicine  
C) Surgery  
D) Psychiatry  
E) Nursing
• Who is the most important member of the IDT?
• Who is the most powerful member of the IDT?

The Doctor ("PCP")

By Luke Fildes in 1891
“His vision for the doctor of the future: a humane doctor equipped with the ability to empathize, think, and touch to transform the patient.”
Traditional Model: Multiprofessional

Interprofessional Team Approach

Source: UCSF Interprofessional Education Course Jan 2014
Challenges to Team Work

1. Clarity of vision, uncertainty and changes to service
2. Communication and relationships – external + internal
3. Career development – opportunity for training, promotion
4. Joint-working (work together and observe each other’s work)
5. Facilities, resources, procedures, and administration
6. Morale and motivation
7. Management, leadership, decision-making, and autonomy
8. Service + Team development activities
9. Patient treatment, communication, capacity, and outcomes
10. Role mix, professional roles and responsibilities

Four Horsemen of the Apocalypse

- Criticism
- Contempt
- Defensiveness
- Stonewalling

Facilitator’s Role

Encourage differences in opinion or “healthy conflict”
Facilitating IDT

Seven techniques to facilitate a productive and efficient discussion:

• Questioning
• Comparison
• Reflection
• Voting
• Pausing
• Summarizing
• Time Management

“Everyone has a seat at the table.”
Following-up After IDT

Accountability and follow through

Values and Principles

Box. Values and Principles of High-Functioning Health Care Teams

Shared Values Among Team Members

Honesty
Put a high value on open communication within the team, including transparency about aims, decisions, uncertainty, and mistakes.

Discipline
Carry out roles and responsibilities even when inconvenient, and seek out and share information to improve even when it is uncomfortable.

Creativity
Be excited by the possibility of tackling new or emerging problems, seeing errors and unanticipated bad outcomes as potential opportunities to learn and improve.

Humility
Recognize differences in training but do not believe that one type of training or perspective is uniformly superior; recognize that team members are human and will make mistakes.

Curiosity
Delight in seeking out and reflecting on lessons learned and using those insights for continuous improvement.

Principles to Guide Team-Based Care

Clear Roles
Have clear expectations for each member’s functions, responsibilities, and accountabilities.

Mutual Trust
Earn each other’s trust, creating strong norms of reciprocity and greater opportunities for shared achievement.

Effective Communication
Prioritize and continuously refine communication skills using consistent channels for candid and complete communication.

Shared Goals
Work to establish shared goals that reflect patient and family priorities and that can be clearly articulated, understood, and supported by all members.

Measurable Processes and Outcomes
Agree on and implement reliable and timely feedback on successes and failures in both the overall functioning of the team and achievement of specific goals.

Source: Institute of Medicine discussion paper.2 Informed by the work of the Interprofessional Education Collaborative.3

But there is an I in IDT!

“Who am I?”

I am a geriatrician
Weighing the Evidence

Weighing the Evidence

Health Function
Life Expectancy
Goals

“It is not fair to ask of others what you are not willing to do yourself.”
— Eleanor Roosevelt

But I don’t want to ask/order all the time…

Don’t forget:

1. 
2. 
3. 
4.
Supporting the “I” in IDT!

1) Practice, practice, practice
   - Shared leadership
   - Facing “constructive conflict”
2) Ongoing career development – teaching, outreach
   - Mission in a minute: [http://youtu.be/0Owb5S7NUvg](http://youtu.be/0Owb5S7NUvg)
3) Self care
   - “Let it go” (but safely for the participant!)

“Within you, Without you”
– Dr. Adam Burroughs

Jade IDT circa November 2012
“Nothing about me, without me”


Thank You!

• On Lok Medical Team!
  ➢ Dr. Cathy Eng
  ➢ Dr. Jay Luxenberg
  ➢ Dr. Teresa Pham
  ➢ Carol Lim, NP
  ➢ PCPs!

• On Lok Jade IDT!