Coordinate, Cooperate, Collaborate: Challenges for working together across boundaries

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"*Safeguarding Vulnerable Children and Adults: Risk and Vulnerability*"
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Bucks New University, High Wycombe.

1. Safeguarding: The Meta-narrative

The Pillars of Care

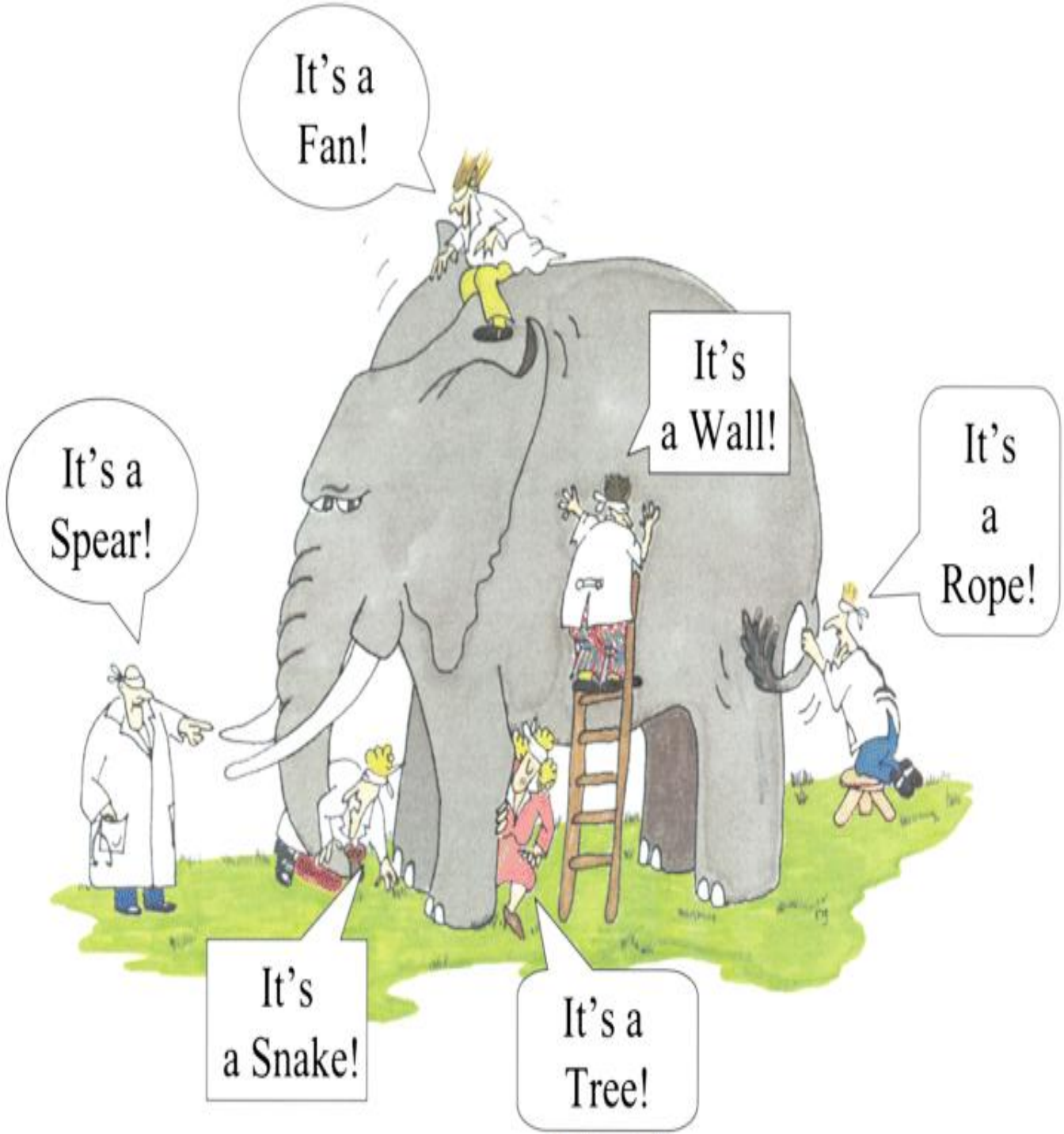
Quality

Safety

Planning

The Cross-cutting Themes

Communication & Collaboration



Quality

Occupational interpretations

means

Developing evidence based collaborative practice

Safety: “I hear you, but I do not listen.” *means - controlling risk for adverse events*

Wim Duisenberg,
President European Central Bank,
1998-2003

Planning

means

Understanding occupational roles & responsibilities – across the health & social care continuum.

2. One Vulnerable Population
Ageism & Abuse

Mr. X A True Story

- A 91-year-old man who lived at home with his wife.
- On a late November day he tripped over a curb and fell.
- Within hours, he had surgery for a broken left hip.
- At night on recovery ward he fell whilst getting out of bed confused & disoriented.
- He broke his right hip, and right arm.
- He died three days later.

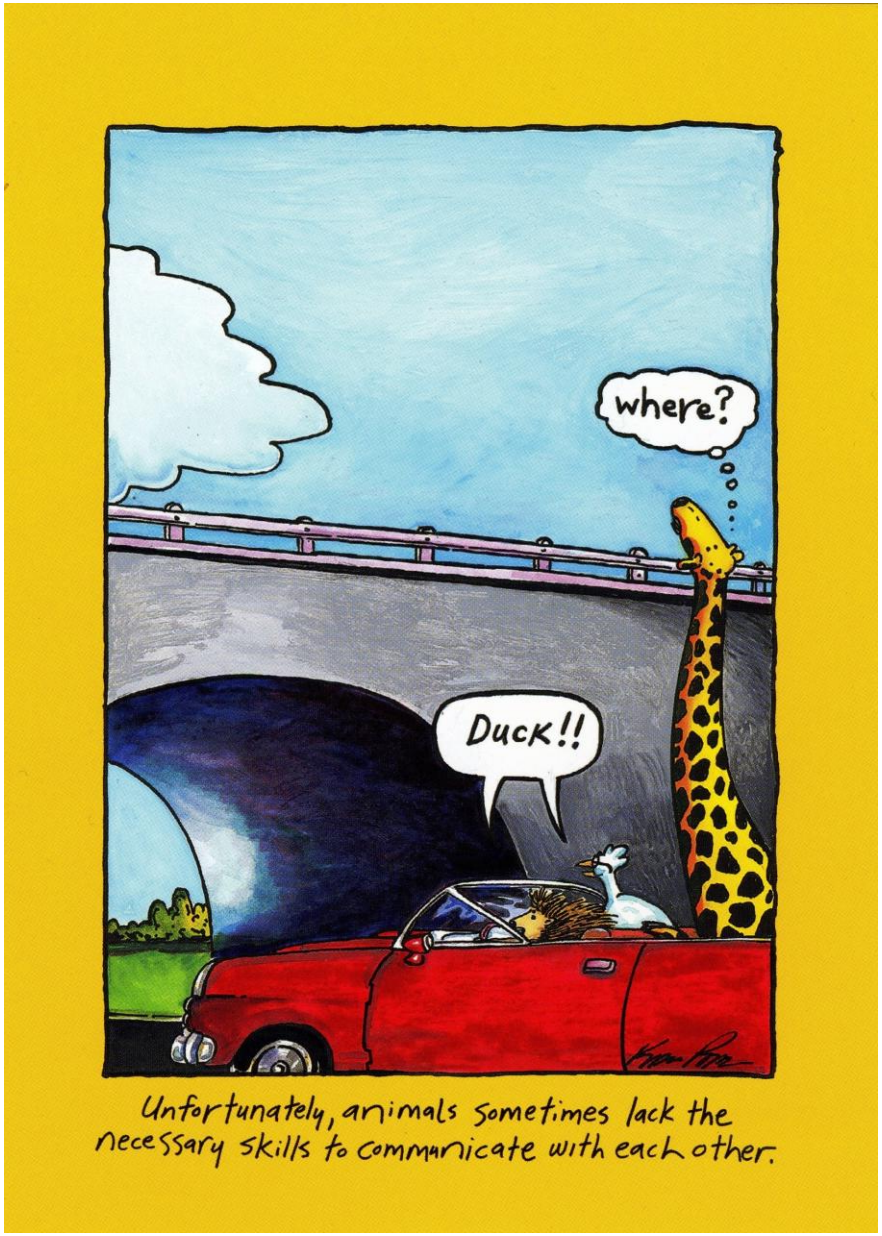
BRITISH COLUMBIA

Patient Care Quality Review Boards

Annual Report 2012/2013

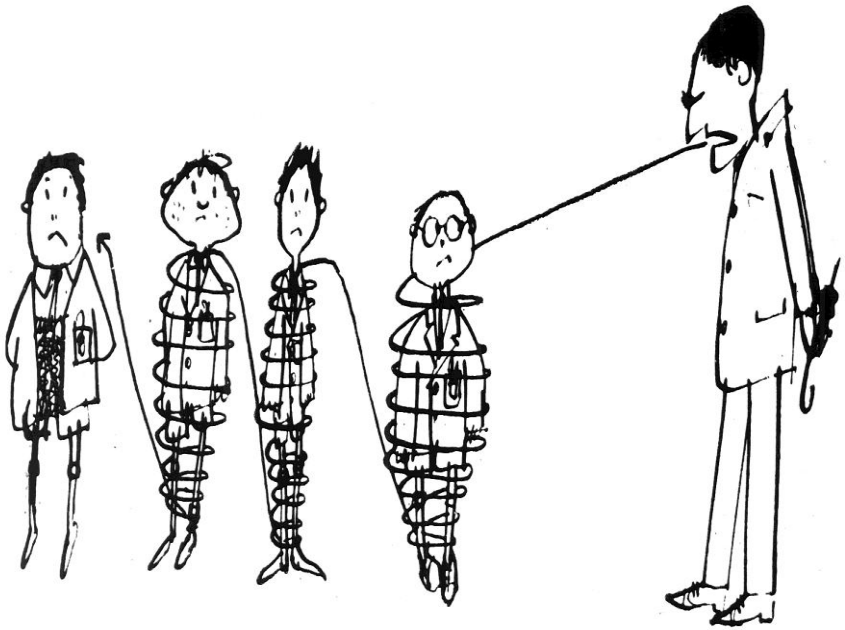
3. Problems with, & for, Communication

Not all words are equal



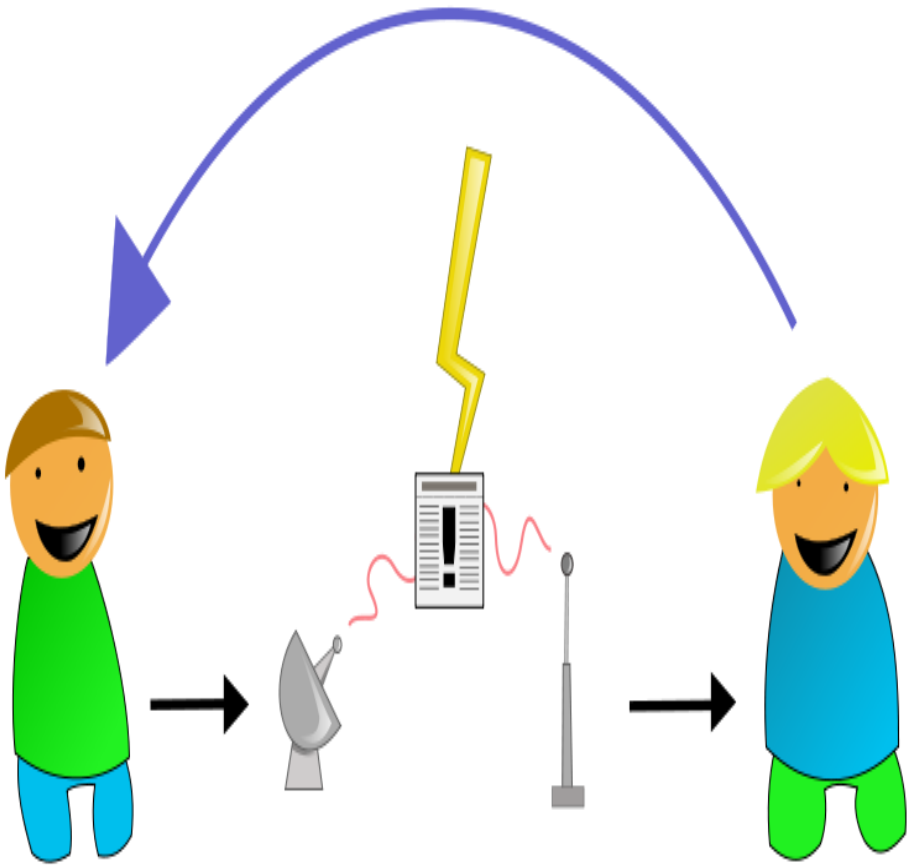
“Communication” does not equal “Information transfer"

- Information - data.
- Communication – talking about data.
- Accurate transfer of information - critical to safety & high quality care.
- **ACRONISH** - the plague on information transfer.



Communication as a Story

- Listen
  - Talk
- Comprehend
  - Reflect
  - Respond
  - Check
  - Sustain



Ineffective Communication Women and Men in Conversation

Effective Communication

Captain: "My aircraft"

First Officer: "Your aircraft"

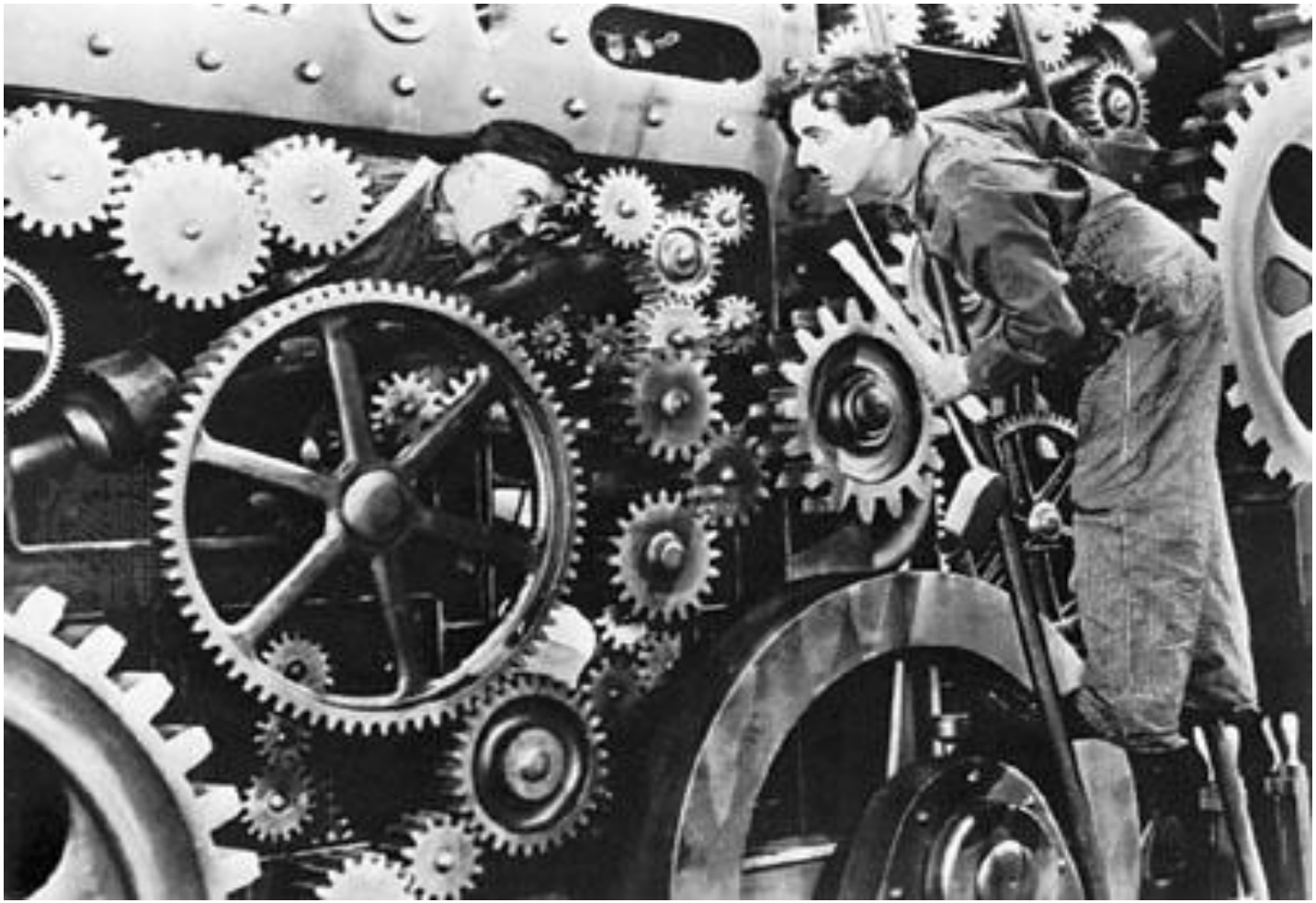
"Can't do it. We're gonna be in the Hudson"

(Chesley B. "Sully" Sullenberger III to Jeffrey B. Skiles)

The Pilot's Motto

- Aviate,
- Navigate,
- Communicate.

4. Collaboration - A Complex Challenge



Collaborating Across Boundaries
Competing Domains

Personal

- *Fear* of change
- *Misunderstanding* about other professionals
- *Differences* in power, income, and status
- *Language*: professional, and gender

Institutional

- Models of practice
- Institutional structures & priorities

Health & Social Care Education
Many Silos

Collaboration means Commitment

Action Items

1. *Plan & Share* - articulated values, goals and objectives.
2. *Define* - tasks, procedures, & protocols clearly
3. *Provide* - informed feedback on performance
4. *Cooperatively* - review and reflect on progress

Behavioral Items

1. *Demonstrate* - mutual respect and trust.
2. *Communicate* - regularly and honestly
3. *Understand and respect* - complementary roles
4. *Appropriately* handle conflict, & emotions

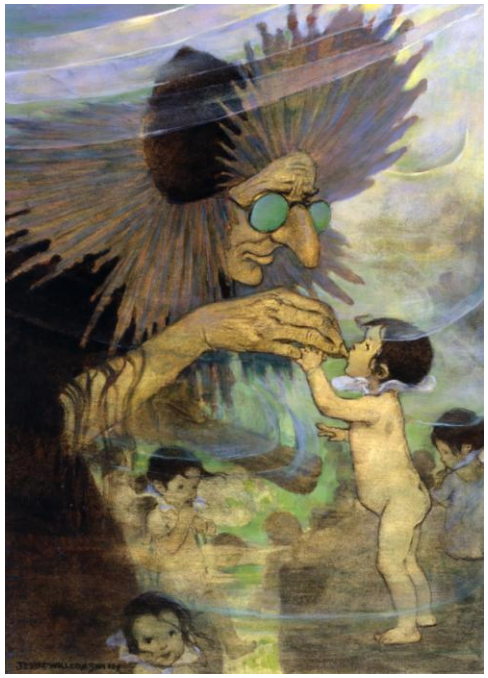
… and
Build Interprofessional Collaboration

- Classroom learning does NOT equal workplace practice.
- IP *collaborative practice* has to be taught and learned. It is not achieved by some miraculous means.
- The culture of IP collaboration must be built strategically:
  - every day,
  - with every patient, and
  - every care provider – professional and family.

Working Together Across Boundaries Reforming the Culture

The Golden Rule

Mrs. Doasyouwouldbedoneby
(*Charles Kingsley "The Water Babies", 1862-63)*



One should treat others as one would like others to treat oneself