

Compassion Word: Interconnecting Seed for a Changing World

The effects of conscious communication in interprofessionnal collaboration in social care

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Background

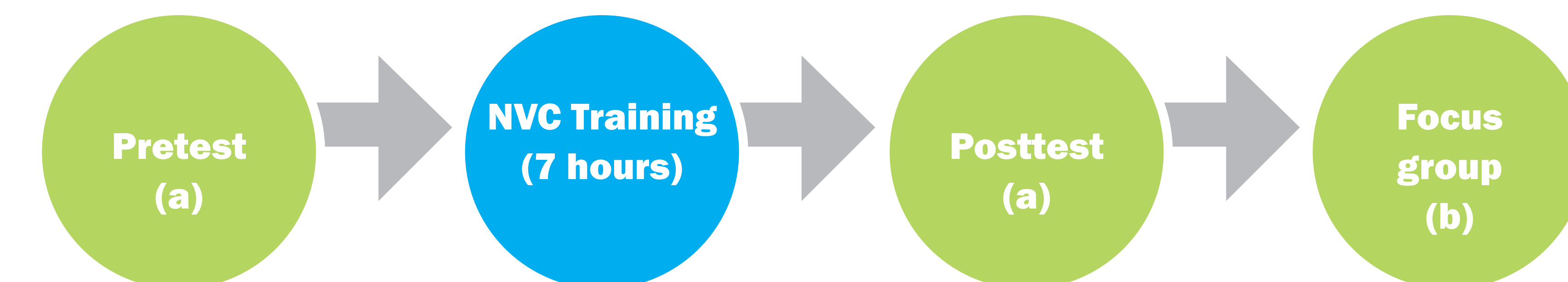
- In primary care settings, social systems are requested to do more with less
- In Canada, interprofessional collaborative practices are presented as an innovative answer to the problem
- Effective, authentic and compassionate communication is described as a cornerstone of successful collaboration for patient care, BUT little attention is given to the development of that specialized skill in related education programs
- Non-efficient communication may contribute to
 - interpersonal difficulties between professionals
 - reduced quality of services for patients
 - social system cost increases
- Non Violent or compassionate Communication (NVC) is described as:
 - A communication and conflict resolution model
 - A concrete tool to seek to be and live connected to oneself and the world

Objectives

- 1) Describe the effects of NVC communication training in the quality of interprofessional relations in primary care settings
- 2) Explore the evolution of interprofessional competencies after a NVC communication training
- 3) Examine the relationship between communication and interprofessional collaboration in primary care settings

Methods

- Exploratory research
- Post-positivist perspective
- Non probabilistic sample by reason choice



- Mixed method :
 - a) Quantitative design
 - Data collection tools: Clinical simulation meeting evaluated using two observation-based instruments
 - * Individual performances (ECOS-E): Communication; Collaboration; Role and responsibility; Patient Center Practice
 - * Collective collaborative performance (OCIP): Common vision; Common cohesive action plan
 - Method of analysis: Statistical analyses
 - b) Qualitative interpretative design
 - Data collection tool: One-hour semi-structured interview
 - * Participants' insights and feedback
 - Method of analysis: Content analyses

Results

Participants (N=9)

- 2 interprofessional teams from primary care settings (Health Center, Québec, Canada)
- 5 different professions

Communication:
Progressive transition
from automatic
awareness to conscious
awareness

- Individual insights/reflections about the impacts of automatic communication on the relationship
- Interest in developing a more mindful and non-violent communication

Patient Centered
Practice is first and
foremost Person
Centered Practice

- Experiential learning of self-compassion
- Interprofessional relationship can be based on empathy between colleagues
- Improved listening of patients' needs

An improved
interconnection
enhances
interprofessional
collaboration

- Openness and clarity about each team member's role
- Mutual comprehension: improved capacity to cocreate common vision and cohesive action plan

Recommendations

- Increased training
- Management participation
- Opportunity to express and share insights and new awareness together
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