



Collaborative practice in continuing care settings: Supporting front-line providers using a collaborative learning model

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Definitions



Continuing Care: integrated range of services supporting health of individuals living in their own home, a supportive living or long-term care setting

Health Care Aides: unregulated workers; provide personal assistance and support services (e.g., bathing, grooming, dressing, and toileting)

Challenge with Collaborative Practice in Continuing Care



- Most health care aides not trained to work in team delivery structure (Berta, 2013)
- Need new approach to support direct care providers
- Opportunities to develop or enhance teamwork for both regulated and unregulated providers is critical

Project Purpose

Address challenges of workplace learning opportunities in continuing care facilities through a collaborative learning process

Presentation will focus on aspects of team development and teamwork



Learning Circles

Form of collaborative learning where participants discuss challenges of mutual concern and work towards a common goal.



Learning Circles

- Consist of 6-8 participants
- Are led by facilitators
- Meet one hour per month
- Objectives are developed by the LC
- Specific model is followed

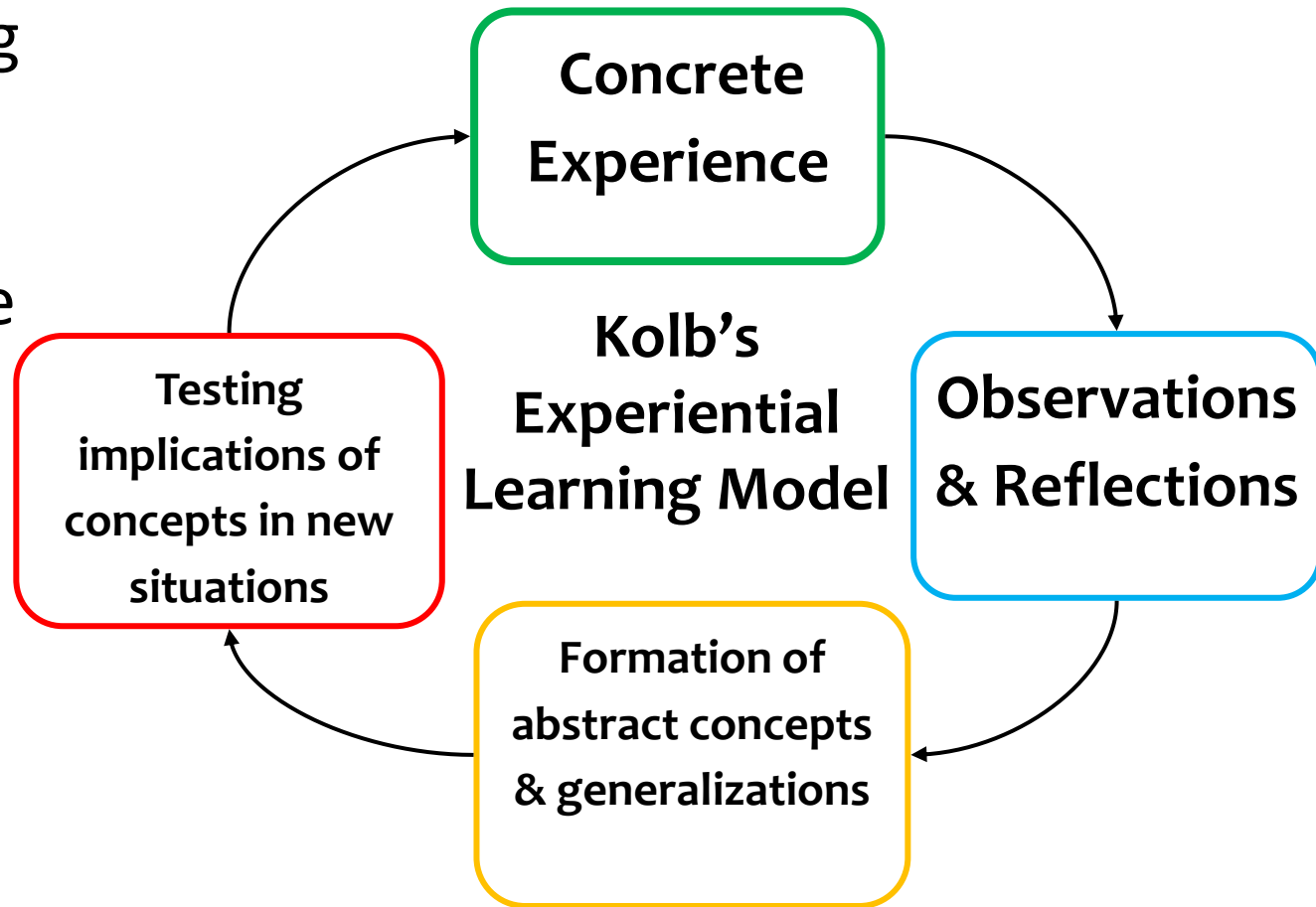


Background Theory

Experiential Learning: Learning Cycle (Kolb, 2007)

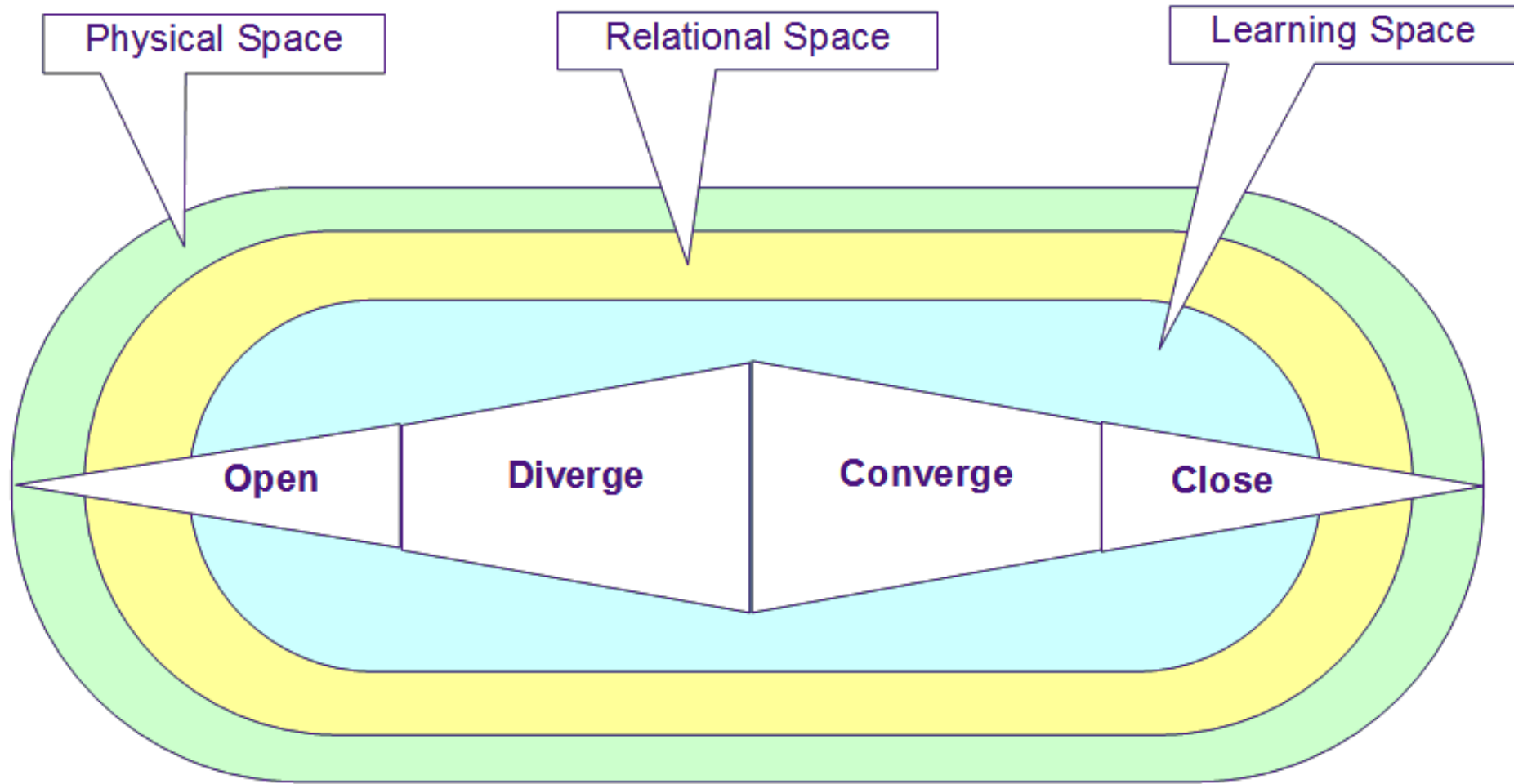
Reflective Practice (Schön, 1983)

Assumptions of Adult Learners (Knowles et al, 2011)

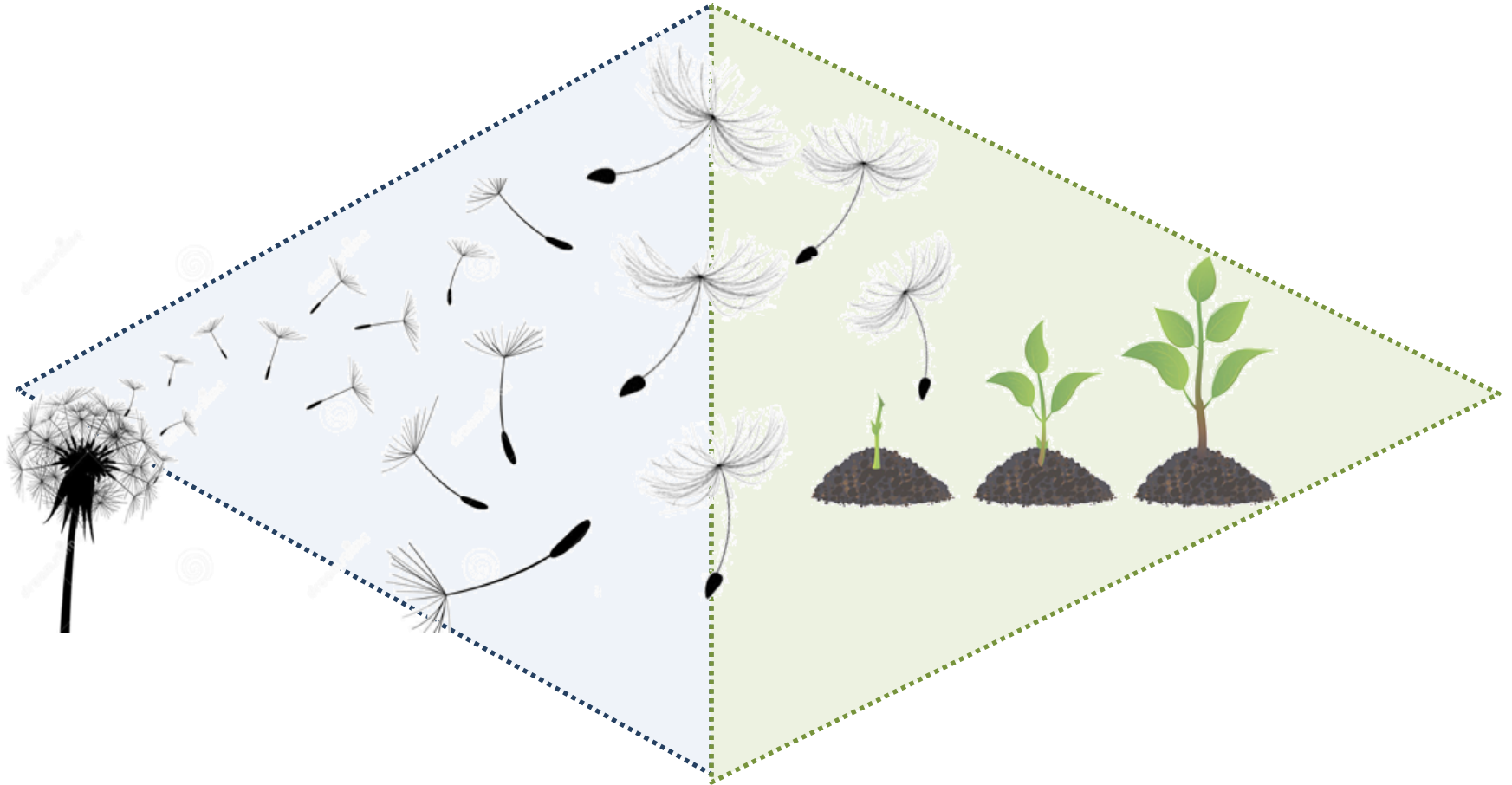


Adapted from Kolb's Experiential Model (Knowles et al, 2011, p. 196).

Three Spaces & Four Phases



The Learning Circle Process



Diverge

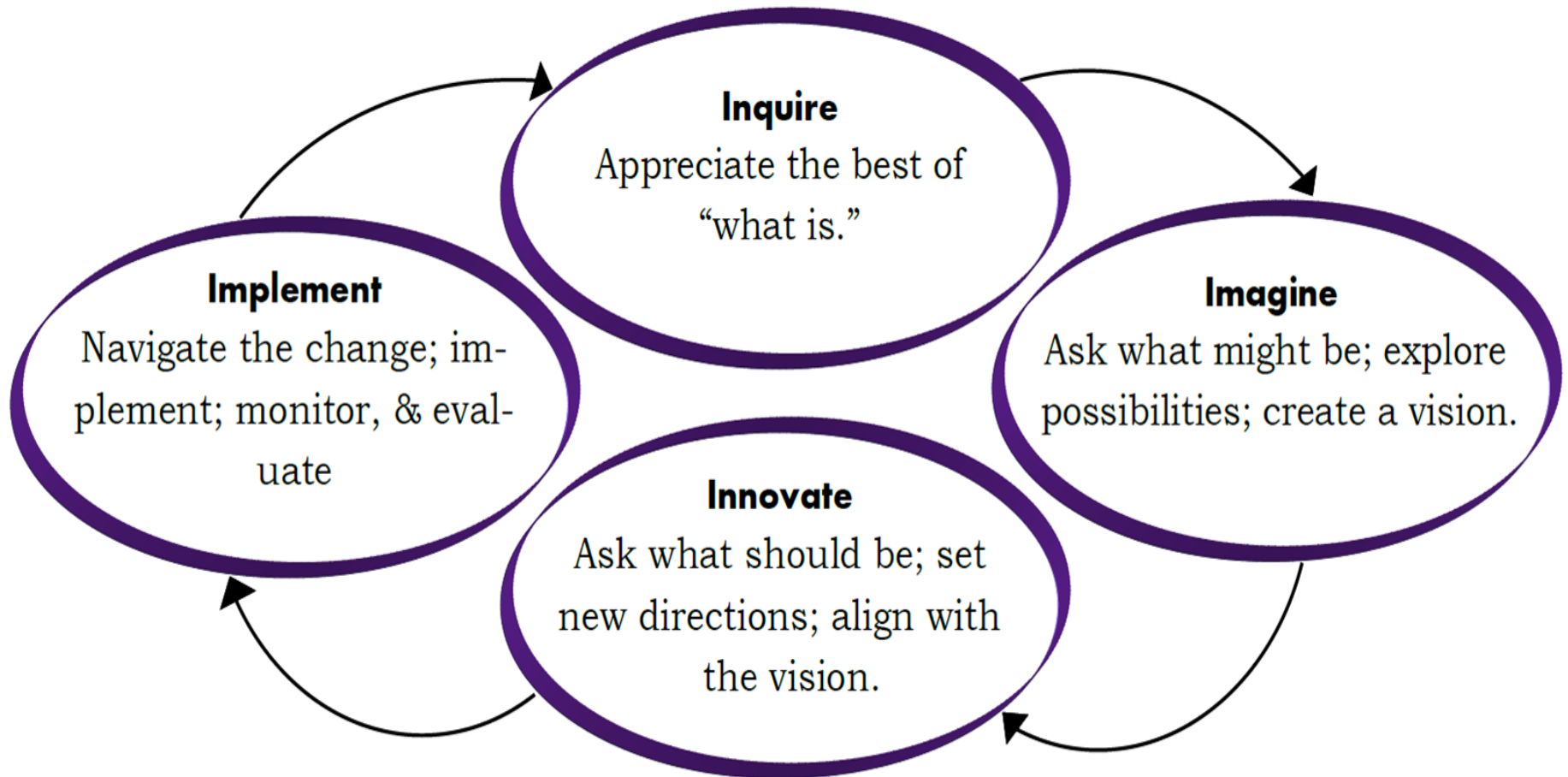
Converge

Methods



- 9 LCs in 8 Alberta sites
- Time 1 = 3rd LC
 - Focus Grp w/LC Participants
- Time 2 = 6th LC
 - Focus Grp w/LC Participants & Interviews w/facilitators, site sponsors

Evaluation Approach Appreciative Inquiry



(Preskill and Catsambas, 2006).

Results

6 LCs identified teamwork or team development as the LC focus

Example:

To increase the ability of the interdisciplinary team to work together in providing person centered care



Main theme: *Team Development*



- *Team Collaboration*
 - Team Relationship (incl. building trust & better working relationship)
 - Supporting Staff
- *Team Communication*
 - Role Clarity
 - Better Communication at LCs
 - Express Themselves to Team
 - Appreciative Communication
 - Implementation of New Communication Strategies

Team Collaboration – Team Relationship



Building Trust: “The group went from ‘co-workers’ to ‘confidants’ - watching them bonding took on a whole new feel within the group.”

(Facilitator Interview)

Team Collaboration – Supporting Staff



“I had a resident who was misplaced significantly and jumped our fence - a locked gate at seven feet. So when I called her (an RN who was another LC participant) and told her that I needed her now. She was there within [a few minutes].”

(T2 Focus Group)

Team Communication – Role Clarity




“Rehab professionals feel nursing staff don’t follow their instructions because they don’t understand them or because they don’t want to do it. They now realize it is more of a workload issue and that there is a good reason if they don’t have the time to do as instructed.”

(Facilitator Interview)

Team Communication

– Better Communication at LCs



“For me it is very, very efficient because we work in the nights and don't see these guys. We just go and come, and we don't get a chance to sit together and discuss their opinions, what kind of problems they are facing, what problems we are facing, and we can really understand each other.”

(T2 Focus Group, edited)

Team Communication

- Express Themselves to Team




“This LC group gave us an opportunity to vent and we discussed this together and you know kind-of problem solving. The private discussion helped a lot to express what you think and when we need help we can express this here.”

(T2 Focus Group)

Team Communication

- Appreciative Communication




“How to motivate staff, how to encourage them. So, I take time to talk to them, and always to encourage them. Compliment them and acknowledge their hard work...They...improved, I have to acknowledge that”

(T2 Focus Group).

Team Communication

- New Communication Strategies



“It (AIM Huddle) was initiated again since we talked about it (at the LC). What happens is that every nurse from every different unit comes and we discuss staffing, we discuss every major problem on the unit such as admission and ID around. It brings us together more like a group and community rather than just being separate houses anymore.” (T1 Focus Group, edited)

Single Discipline vs Interdisciplinary



- 9 LCs: 7 = SingleD 2 = InterD
- Team development important component for both types of LCs
- SingleD: recognizing similarity of challenges and create common solutions
- InterD: increased role clarity, led to greater understanding outside LC

Conclusions

Learning Circles allowed providers to prioritize and address practice issues;

Enhancing team development and team competencies are foundational to a successful learning circle





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