



Introduction

Our Vision: To maximize the health and well-being of Brock Township residents through continuous pursuit of accessible, exceptional, integrated and sustainable health care resources, services and programs. Services will be provided by a collaborating multi-disciplinary team supported by committed community partners.

Our Mission: Brock Community Health Centre exists to optimize the health of Brock Township residents through access to quality primary health care services, health promotion, education and illness prevention with timely service delivery.

Brock CHC has been operational in part for over 2 years and within the past six months the bulk of our hiring has been completed including our Primary Health Care Team. We currently have Community Development Health Promotion, Diabetes Education, Primary Health Care, Brock Geriatric Assessment Clinic and administration staff under our umbrella. There are a number of positions to be hired to fill our complement, and in total, we will house 28 health professionals and administration staff.

This project was focused on building an interprofessional environment and establishing hiring practices for new staff so that Interprofessional Practice and Collaboration was one of the determinants/requirements.

I was excited to share all of the information that I had learned about Interprofessional Care (IPC) with all current employees and to get them to start thinking about and recognizing IPC and how this benefits the care of our seniors.

"Ask me about IPC!" was a catch phrase that was suggested by a colleague. The project aims to educate and to provide information to all new and existing staff so they are better equipped to implement and use IPC practice in their day to day interactions with clients/patients/colleagues.

Actions

- ✓ Support from Brock CHC to participate in interprofessional education and training and a commitment was made to implement IPC education, resources and tools in the workplace
- ✓ Article was placed in our CHC newsletter describing the project and outcomes
- ✓ Informed all staff about the project and provided regular updates at staff meetings
- ✓ Met with our Executive Director about the expectations for the practicum
- ✓ Developed a time line with project goals and submitted the communication tool to our Executive Director
- ✓ Met with staff members regarding the project as well as the GiiC toolkit
- ✓ Developed two questions to be implemented into the hiring interviews and sent to our Executive Director
- ✓ Met on a monthly basis with our Executive Director and Community Development Health Promotion Team about status of project and next steps
- ✓ Provided a draft policy for Brock CHC and Interprofessional Practice (Pending approval)
- ✓ Provided an Interprofessional Care/Team Effectiveness Survey for approval to be implemented in 2010 to all staff(pending)
- ✓ Developed information brochure and distributed
- ✓ Received approval for two education days in the upcoming year for all staff to attend
- ✓ Received approval for IPC to be on the Monthly General Staff Meeting agenda
- ✓ Printed and distributed the RGP GiiC Toolkit to all programs, both electronically and in hard copy
- ✓ Reviewed the RGP GiiC Tool Kit with all programs

Results

- ✓ Brock CHC now has a person within our organization versed in all things IPC. This information is transferred to all New Staff and Board Orientation manuals.
- ✓ IPC has been added to our monthly General Staff Meeting Agenda. Each month we will discuss IPC and staff can share challenges, successes, and accomplishments. At this time information and problem solving techniques can be shared. This time will be evaluated regularly.
- ✓ The GiiC Tool Kit has been printed out and shared with all programs within the CHC. This Tool Kit is to be reviewed by all departments and the assessment tools within it evaluated for relevancy. If this can be implemented within the CHC all employees from all different departments will be trained on how to effectively use this tool.
- ✓ A brochure with a brief overview of IPC information and resources, best practices was designed for staff. This tool is used to provide information and reasoning to IPC practice at Brock CHC and to get staff motivated to participate.
- ✓ A focus on team building through the upcoming year. Team building events and workshops will strengthen our ability to work together both professionally and socially.
- ✓ Interprofessional Practice/Team Effectiveness Survey implemented and results shared will guide our direction in the formation of a shared vision.



Challenges

- ✓ The main challenge to me was time, as we moved forward as a CHC, hiring happened very quickly, although I was supported in my efforts to implement my practicum time or possibly timing was a major factor
- ✓ Trying to get the buy in from other staff and finding time to coordinate schedules to meet with every new hire to discuss what I was trying to do
- ✓ Although everyone thinks IPC is great and beneficial and declare that they practice in this way, often we find ourselves in the mode where we are busy with clients, and there is little time to think of new things
- ✓ Our CHC currently has a number of locations which makes it hard to really get to know each other. This also made it difficult to communicate between programs. We are slowly starting to see some cross referrals between programs and we are all becoming aware of each others events and services. But we still were finding it difficult to really get to know each other
- ✓ A terms of reference for a staff social events committee was drafted. Events will be planned so that staff can come together socially and work on those essential team building characteristics.
- ✓ As the project moved along and we began to see more and more new staff it was determined that we needed a baseline from which to start. This baseline would help us develop a shared vision organization-wide and allow for us to grow as a team. Instead of meeting with everyone individually about both this project as well as the GiiC, it was determined to that we needed to understand how everyone felt about IPC and to really build on us as a team. The idea of implementing a survey was presented and this will be done in January of 2010.

Lessons Learned

- ✓ Time is always the big factor, everyone has very little of it, although what I did find is that generally everyone is keen on the concept of IPC and tend to practice in one form or the other, trying to nail down a constructive way of insuring that this is practiced isn't always easy.
- ✓ Starting small is often the best way of implementing something new into a organization.
- ✓ Getting people excited about the idea is also a excellent way of getting things started, showing the benefits to people.
- ✓ Having a "go to person" who has taken the training and is willing to implement and bring forth new ideas is key in any organization

New Evidence/Best Practices

- ✓ The vision of the CHC (Community Health Centre) model itself is conducive to interprofessional practice so as a newly forming team there are unique and promising opportunities to work together.
- ✓ We believe in providing the right service at the right time by the right provider. Our team provides comprehensive primary care services, delivered by interdisciplinary teams of professionals practicing within a health promotion framework. Integrated teams of community focused health providers include community health workers, nurse practitioners, nurses, dietitians, etc.
- ✓ We address the social determinants of health, including social inclusion, access to shelter, education, income and employment security and nutrition and encompass primary care, illness prevention and health promotion using a community development approach in a supportive environment.

Next Steps

- ✓ Implementing the survey and tabulation of the results of the survey
- ✓ Sharing the results in the form of a report to all staff and identifying areas of interest or area where we need to focus.
- ✓ Implementing the education days as a result of the survey
- ✓ The RGP (Regional Geriatric Programs of Ontario) GiiC (Geriatrics, Interprofessional Practice, and Interorganizational Collaboration) Toolkit will be made available to all staff both hard copy and electronically. Staff will be supported as they incorporate ideas into their everyday practice (all levels).
- ✓ Continue to provide regular updates and information as it relates to IPC
- ✓ Continue to be the lead when it comes to Interprofessional Care at Brock CHC
- ✓ Continue to participate in educational opportunities as they arise related to IPC

Contact Information

Jennifer Josephson, Seniors and Community Health Worker
 Brock Community Health Centre
 (705) 432-3322 (T)
 (705) 432- 3221 (F)
 1 Cameron St. E.
 Cannington, Ontario L0E 1E0
 jjosephson@brockchc.ca
 www.brockchc.ca

