

Improving Interdisciplinary Communication



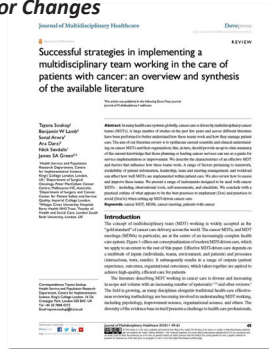
Dr. Carolyn De La Cruz MD, CLT
Klose Lymphedema Conference
Saturday May 4, 2019



Improving Interdisciplinary Care The Rationale for Changes

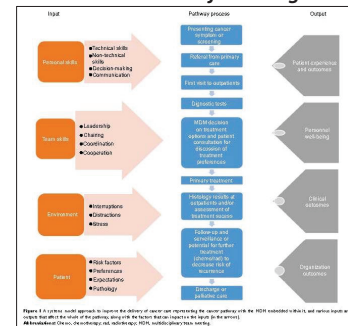
There is Data to support that with MDT teams patients do better

- Survival is increase
- Improved outcomes
- Positive changes to management



Improving Interdisciplinary Care The Rationale for Changes

- Personnel skills
- Team skills
- Environment
- Patient



- Patient experience
- Personnel well being
- Clinical outcomes
- Organization outcome

Improving Interdisciplinary Care The Rationale for Changes

Factors that affect team

- Level of expertise
- Leadership
- Culture
- Personal training
- Interpersonal factors-

Interventions

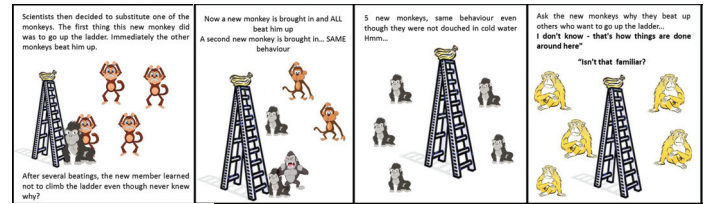
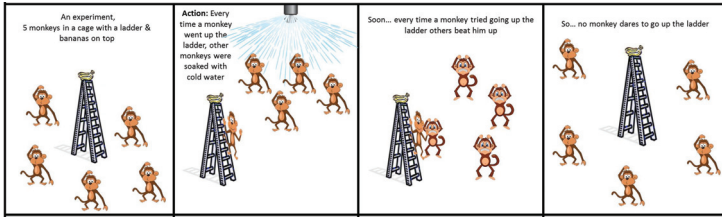
- Training sessions
- Inactive workshop/discussion
- Assessment tools to measure patient care
- Checklists

Improving Interdisciplinary Care The Rationale for Changes

AMA journal of ethics recognized the 3 most important team competencies

- Maximizing collective intelligence
- Inclusive collaboration
- Open communication





Improving Interdisciplinary Care *The Five Key Elements*

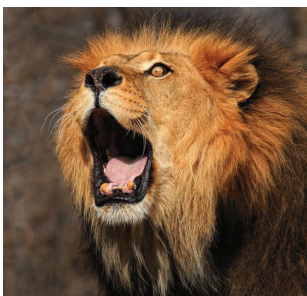
- Hierarchy
- Expert Skills
- Communication
- Feedback on Outcomes
- Perspective



Improving Interdisciplinary Care *Navigating Hierarchy*



Improving Interdisciplinary Care *Navigating Hierarchy*



Improving Interdisciplinary Care *Navigating Hierarchy*

Get to know each other

- Social events
- Retreats
- Holiday party



Improving Interdisciplinary Care Navigating Hierarchy

Get a seat at the table

Establish equal participation in case workgroups

Meet for quarterly conferences

Establish protocols together



Improving Interdisciplinary Care Navigating Hierarchy



If you don't feel like you are being heard then look around for other options

Patients trust the therapists

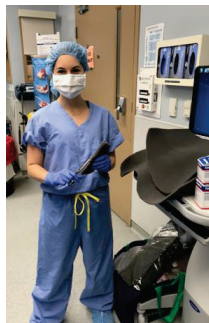
Get sprayed with cold water

Improving Interdisciplinary Care Providing Expert Skills



Seek out opportunities to show off your skills and educate D&D classes
Sleeve fitting workshops

Come to clinics or OR's to exchange skills



Improving Interdisciplinary Care Providing Expert Skills



Educate others about the importance of a CLT or LANA certified therapist

Improving Interdisciplinary Care Improving Communication

Objective	2019/19	2019/19	2019/19
Functional Goal 1 (Long Term)	95% of patients will demonstrate improved functional status within 6 weeks of discharge.	95% of patients will demonstrate improved functional status within 6 weeks of discharge.	95% of patients will demonstrate improved functional status within 6 weeks of discharge.
Functional Goal 2 (Short Term)	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.
Functional Goal 3 (Long Term)	95% of patients will demonstrate improved functional status within 6 weeks of discharge.	95% of patients will demonstrate improved functional status within 6 weeks of discharge.	95% of patients will demonstrate improved functional status within 6 weeks of discharge.
ADL (Short Term)	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.
Independent Dist Management (Short Term)	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.
Independent Dist Management (Long Term)	95% of patients will demonstrate improved functional status within 6 weeks of discharge.	95% of patients will demonstrate improved functional status within 6 weeks of discharge.	95% of patients will demonstrate improved functional status within 6 weeks of discharge.
Therapy Quality (Short Term)	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.
Therapy Quality (Long Term)	95% of patients will demonstrate improved functional status within 6 weeks of discharge.	95% of patients will demonstrate improved functional status within 6 weeks of discharge.	95% of patients will demonstrate improved functional status within 6 weeks of discharge.
Strength (Short Term)	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.
ADL (Short Term)	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.	95% of patients will demonstrate improved functional status within 2 weeks of discharge.

VS

Handwritten notes in a grid format, representing a different communication style or language.

We speak a different language

Improving Interdisciplinary Care Improving Communication



Improving Interdisciplinary Care

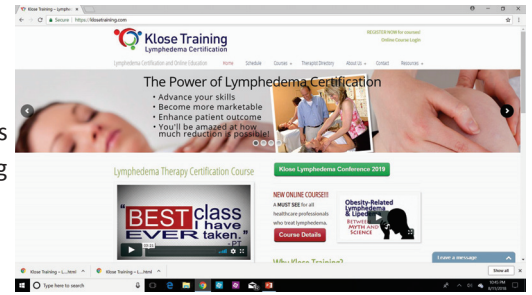
The benefit of feedback



- Have bi annual meetings about progress with key players
- Measure LLIS, publish papers
- Use Patient satisfaction reports

Improving Interdisciplinary Care

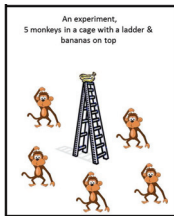
Gaining Perspective



- Conferences
- Network with others
- Seek further training

Improving Interdisciplinary Care

The Five Key Elements



- Hierarchy
- Expert Skills
- Communication
- Feedback on Outcomes
- Perspective

Take Home Message

Don't be a monkey
Get the banana

