

Professionals' Perceptions of Interprofessional Collaboration within care chains

S.M. Kapika^{1,2}, L. de Waard¹, D.J. van Staalduinen¹, M.J. Mosselman¹, D. van Veghel³, L.M. Dijkman¹, P. B. van der Nat^{1,2}

(1) Department of Value-Based Healthcare, St. Antonius Hospital, Nieuwegein/Utrecht, the Netherlands. (2) Radboud university medical center, Radboud Institute for Health Sciences, Scientific Center for Quality of Healthcare (IQ healthcare), the Netherlands. (3) Heart Center, Catharina hospital, Eindhoven, The Netherlands.

INTRODUCTION

- A Dutch top-clinical hospital implements value-based healthcare (VBHC) through care chains around conditions.
- High-quality interprofessional collaboration is considered important for the care chain's success, but insights into professionals' experiences within this context are lacking.

➤ **Aim:** examine professionals' perceived quality of interprofessional collaboration in care chains, and factors influencing their perceptions of the collaboration.

METHODS

1. Survey to evaluate the perceived quality of collaboration (N=59)

- Survey on Relational coordination (RC)¹
- How well do professionals collaborate?²
 - 1-5 point likert scale

Four care chains

- Geriatric Trauma
- Prostate cancer
- Colon cancer
- Breast cancer

2. Interviews to identify factors influencing perceptions (N=21)

RESULTS

1. Variation in average RC scores in the context of professional activities

Example of scores in the colon cancer care chain

		1.Colonoscopy			2. Follow-up examinations			3. Treatment plan Surgical planning	
	WITH:	Medical specialist 1	Secretary	Nurse	Planner	Nurse	Outpatient assistant	Planner	Medical specialist 2
IN EYES OF:									
1. Colonoscopy	Medical specialist 1	-	4.6	4.7	4.6	4.7	4.6	4.6	4.5
	Secretary	4.4	-	4.8	3.5	4.8	4.2	3.8	3.9
2. Follow-up examinations	Nurse	4.2	4.7	-	3.6	-	4.1	4.1	4.0
	Planner	3.0	3.7	3.7	-	3.7	3.7	3.6	3.0
3. Treatment plan Surgical planning	Nurse	4.2	4.7	-	3.6	-	4.1	4.1	4.0
	Outpatient assistant	3.1	4.3	4.3	2.3	4.3	-	3.0	4.3
	Planner	2.7	3.0	4.5	2.1	4.5	2.8	-	4.3

2. Four factors explain variation in RC scores

Streamlined communication

"We can easily call [the gastroenterologists or surgeons] if we have questions." (R17)

Opportunity to engage in the care chain

"Surgeons are approachable... And [these medical specialists], you hardly ever see them." (R1)

Mutual recognition

"[You] need all parties to deliver good work." (R10)

Efficacy of the workflow

"The [two appointment schedules] do not align." (R19)
 "[Different administrative teams] have their own departmental rules." (R20)

CONCLUSION

- Interprofessional collaboration in care chains can be
 - Complicated by differences in the administrative structure of professionals' traditional departments.
 - Stimulated by physical proximity, and informal and frequent interactions.

Recommendations

- Investing in colocating professionals, which can strengthen effective communication & mutual relationships.



Contact:
 Sara Kapika, PhD student
 Santeon/St. Antonius Ziekenhuis
 s.kapika@santeon.nl
 Tel.: 06 13 40 01 05

In collaboration with

