Promoting interprofessional collaboration and patient partnership in telehealth

Why ?

With the development of telehealth, boosted with the COVID-19 pandemic, professionals had to rethink the way they work and interact with their colleagues. Though a virtual modality has many benefits for both patients and professionals, the pace at which changes in practice occured caught many professionals off guard. They felt they were lacking tools to face this new reality.

Competencies to develop

1 To acquire an adequate technological knowledge, and improve his/her digital litteracy

2 To tailor interprofessional curricula (initial and ongoing) to the specifics of a virtual mode

3 To adapt frequent interprofessional communications to the technological devices employed

4 To clarify and acknowledge the roles of each interprofessional team members during virtual encounters

5 To encourage and promote teamwork despite working remotely

6 To promote collaborative leadership that is tailored to telehealth

How ?

1 Setting up continuous training activities on the use of the different digital devices

2 By including innovative strategies that favor interprofessional collaboration (**IPC**) and patient partnership guidelines in telehealth

3 Planning frequent IPC and patient partnership activities in spite of the telehealth context

4 Explaining the importance of encouraging and supporting professionals to managers, in order to create a work environment conducive to the telehealth context

5 Making sure that the required technological tools are available and running

How to make sure that this new way of working doesn't make interprofessional collaboration and patient partnership take a step backwards?

Facilitators and barriers

In acquiring new competencies

✓ Facilitators

- Presence of a champion in the clinical setting
- Frequent assessment of training needs expressed by professionals
- Enhancement of the initial training
- Promotion of the advantages of using technologies to collaborate

🚫 Barriers

- Lack of digital competencies
- Inadequate technological tools/ digital discrepancies
- Resistance to change
- No pre-existing trust relationship between professionals

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