IPE/IPC: Some BIG Issues
Theoretical & Methodological

Interprofessional Care for the 21st Century:
Redefining Education and Practice
Jefferson Center for InterProfessional Education
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John Locke or Voltaire attr.*

“Define your terms, you will permit me again to say, or we shall never understand one another.”

(* Or Socrates on Plato?)
IPE Meta-narrative: Big Issues

I. The IPE Definition & the Fabric of Care
   W,F,A; Collaboration; Quality Care

II. Competencies

III. Oral Language, Communication

IV. Written Language
"If you are hiring a ditch digger, it doesn't matter if his IQ is 90 or 110 - what matters is if he can use a shovel."

"Testing for Competence Rather Than Intelligence " (1973) American Psychologist
CIHC : Interprofessional Communication

Competency Statement

Learners/practitioners from different professions communicate with each other in a

– collaborative,
– responsive, and
– responsible manner.

(CIHC Feb. 2010)
Communication: A Complex Challenge

Though we use the same language, it will not automatically lead all to the same conclusion.
IPEC: Interprofessional Communication

General Competency Statement-CC.

Communicate with patients, families, communities, and other health professionals:

– in a responsive and responsible manner that
– supports a team approach to
– the maintenance of health, and
– the treatment of disease.

(IPEC May 2011)

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Competencies: Testing Communication

Science is a collaborative enterprise; it strives to formulate statements that are true and objective.

- By **TRUE**: statements correspond to our observations of natural phenomena over time, with progressively increasing accuracy.

- By **OBJECTIVE**: statements we publicly make have been purged of any prejudices and predilections of individual participants in the enterprise.

  
  **The speed of light is 299,792,458 meters per second**
  **The accuracy of communication is ...?**
Competencies: Theories & Models

• A **theory** is supposed to be descriptive, hence falsifiable.

• A **model** illustrates how to apply a theory.

• Models are metaphorical. They can be more or less useful, but can’t be falsified.
Competencies
Finding Evidence
Competencies & Evidence
It will never be this easy
From an examination booklet

3. Find $x$.

Here it is
Competencies: Elusive Evidence

"What we cannot speak of we must pass over in silence"

(Ludwig Wittgenstein, Tractatus Logico-Philosophicus)
“Language is the best show man puts on”

Benjamin Lee Whorf

“Friends, Romans, countrymen, lend me your ears; I come to bury Caesar, not to praise him; The evil that men do lives after them, The good is oft interred with their bones, So let it be with Caesar.”

(Mark Antony)
Spoken Language Has Problems

Not all words are equal
Spoken Language Is Complex
Spoken Language is Dynamic*

• Rich with:
  – structures,
  – patterns, and
  – rules other than conventional grammar and syntax.

* else it would die of rigor mortis
Spoken Language is Multi-variate

- Prosody.
- Interjections.
- Fillers.
- Turn-taking.
- Laughter, applause, and booing: from individual listener to collective audience.
- Pauses, silence, and the art of listening.
- Cross your arms, turn your body – send a message.
Spoken Language Is Not Always Communication
Caught in a web of words
Communication: The Best Show

• Open
  – Listening time, talking time

• Accurate
  – Reflects best evidence on the topic under discussion

• Effective
  – Changes attitudes, develops new behaviours
Communication, or Information Transfer?

- Information = data.
- Communication = talking about data.
- Communication - accurate transfer of information.
- **ACRONISH** - the plague on information transfer.
Communication as a Story

• Listen
• Talk
• Comprehend
• Reflect
• Respond
• Check
• Sustain

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“You Just Don't Understand Women and Men in Conversation”*

*Deborah Tannen (1990) Ballantine Books*
Communication: Saying what you mean
Meaning what you say

Captain: “My aircraft”
First Officer: “Your aircraft”

“Can’t do it. We're gonna be in the Hudson”

(The Chesley B. “Sully” Sullenberger III, to Jeffrey B. Skiles)

The Pilot’s Motto
• Aviate,
• Navigate,
• Communicate.
Written Language: The Art of the Chart

• By the time he was admitted, his rapid heart had stopped ... and he was feeling better.
• On the second day the knee was better and on the third day ... it had completely disappeared.
• She slipped on the ice ... and apparently her legs went in separate directions in early December.

(Journal of Court Reporting, Dr. Richard Lederer)
Written Language Needs Precision
Why men shouldn't take messages

Someone from the Gyna Colleges called. They said the Pabst Beer is fine.

I thought you didn't like beer??

Written Language Has Its Problems
Competency IP Communication: The Big Issues Ahead

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– responsive, and
– responsible manner.

Define -> TEST -> Evidence

(CIHC Feb. 2010)
Something goes around something, but that’s as far as I got

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