

The Patient's Perspective: A Qualitative Study of Patient Perceptions of Teamwork Competencies

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Today's Learning Objectives

- Describe patients' ability to evaluate their care team using the Jefferson Teamwork Observation Guide
- Discuss the extent to which patients identify the IPEC competencies in evaluating their care teams
- Identify the importance of patients' perspectives in improving interprofessional team-based care

In their own words: the patients speak out

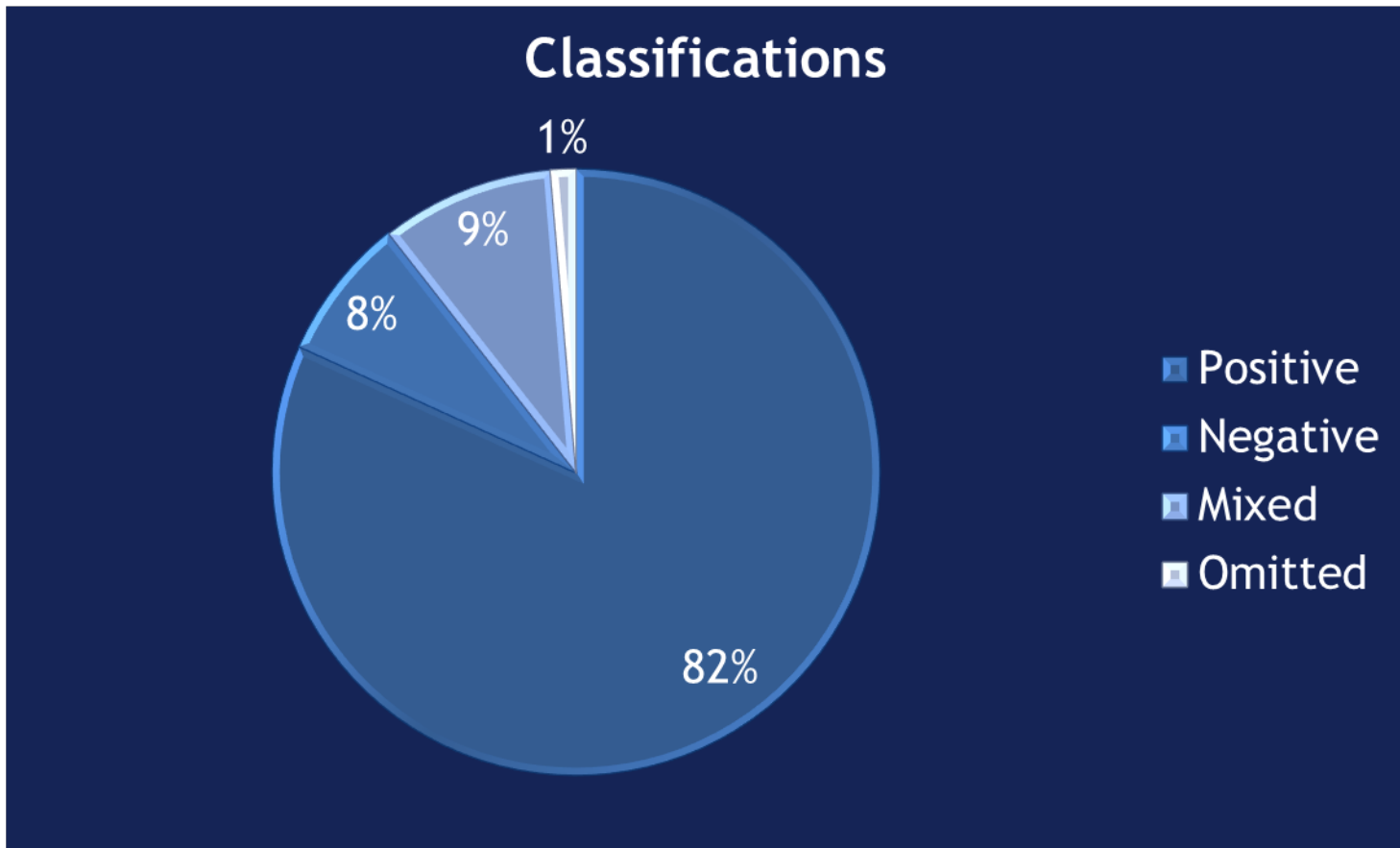
Qualitative research creates the possibility for the patient to tell his or her own story.



Methods

- Patients surveyed by trained research assistants across 10 teams in a variety of settings (n = 443)
- Research team met and coded sample of 25 comments for themes based on domains of IPE:
 - Communication
 - Teamwork
 - Roles and Responsibilities
 - Values and Ethics (patient-centeredness)
- One coder coded remaining comments (n=302)
- Reviewed by two second coders

Results



Qualitative Examples

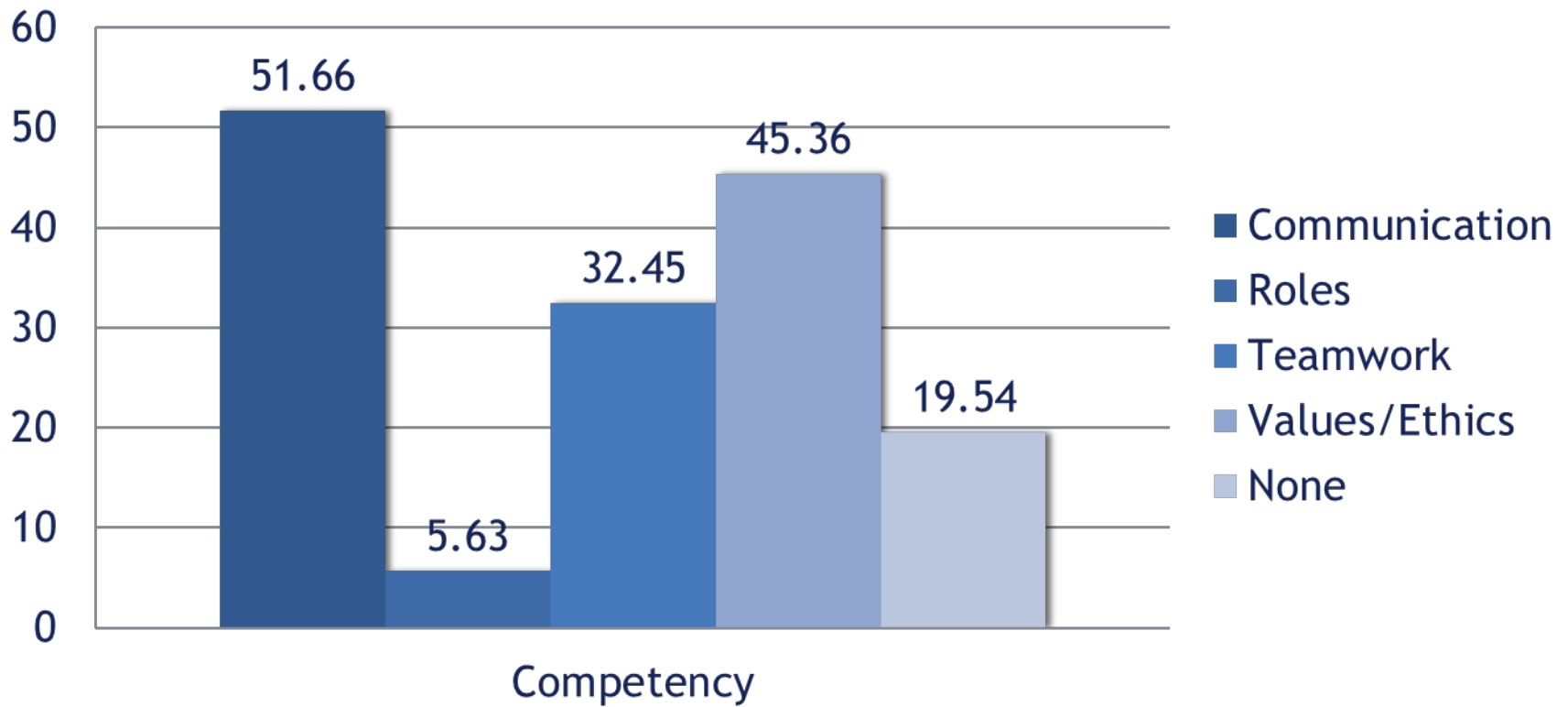
MIXED: The Medical Assistant provided terrific input to supplement the conversation with the doctor, which I thought was very helpful for me in my own care. However, I would appreciate if every person who was coming in to see me would state who they were and their role in my care so that I was up to date with that information.

NEGATIVE: They made changes to medication (types, stop and start of medication, change dose) without consulting with me until discharge day. I need to know which meds are permanent. I'm an advocate for myself and you can't just let people push you around. Let people know ahead of time when they need to go to ultrasound, like not at 4am randomly.

POSITIVE: My team members listened to my input and included me in my own health care decisions. They were coordinated in their efforts and respected each other, which I believe is very important in the health care setting. I do not have any negative feedback about teamwork in the health care setting.

Results

Frequency of Competencies Recurring in Comments (%)



Communication - 52%

I felt as though in every instance I wasn't put off at all they listened and answered my questions.

Doctor was able to explain to me in plain English what my condition was.

Something negative is I didn't understand what they were sometimes saying. I'm not a doctor and I have no experience in healthcare.

Teamwork - 32%

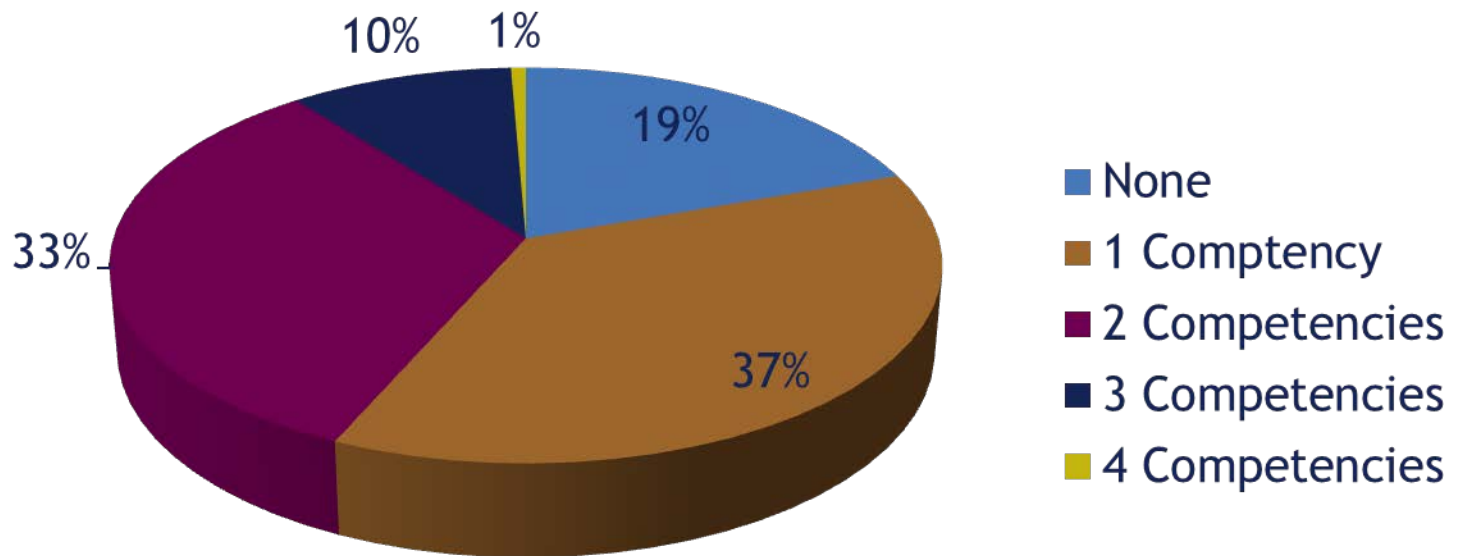
Positive. They came in at separate times but all knew the same information. They had read the charts and done their studying.

Overall system sucks. I never see them as a group.

The team worked together to improve my health
They came in to see me as a team.

Results

Frequency of Overlapping Competencies



Results

Top Combinations of Overlapping Competencies

| Combination | Frequency | Percentage |
|-----------------------------------|-----------|------------|
| Communication & values | 55 | 41.98 |
| Communication & teamwork & values | 24 | 18.32 |
| Communication & teamwork | 21 | 16.03 |
| Teamwork & values | 17 | 12.98 |

Communication and Values - 42%

Each person asked me if I had any questions before they left the room. Then they actually waited for me to answer before leaving. Some people don't do that. Some people ask that as they are out the door, and you're like well even if I did have questions you're already leaving. But my doctor waited for me to respond. That's how you know they listen.

They catered to me and made sure I was comfortable, and was always coming in and asking if I was comfortable and if I had any questions. They explained to me what was going on, like if they put up a new IV bag I needed they explained to me what it was and why they put it there.

They talked outside my door about me. I wonder where's the rules that protect the patient's privacy. They gave me a pill without telling the cardiac doctor. The dose was too much and caused problems when going to the bathroom.

Communication, Teamwork and Values - 18%

I liked when I asked a question, and the whole team came up with an answer, and came back and gave me that answer as a group.

Their communication with each other was excellent. Their coordination and communication with each other takes a lot of burden off the patient and I appreciate that greatly.

The way that they work in tandem with one another gave me a better idea of what treatment I would be going through. I didn't sit up half the night wondering what would be next. I'm in the loop.

My doctors are nice but I don't know what's going on. (C/V)

Takeaways

- JTOG in mobile app format can be used to elicit feedback from patients
- Patients identified collaborative practice competencies as important in their care (80% of comments coded with competencies)
- The prominence of overlapping competencies (43%) demonstrates their interrelatedness and confirms recent IPEC update
- Qualitative patient feedback can be used for quality improvement measures

Limitations of our study

- Patients may be influenced by presence of Research Assistant, family members, clinicians
- Patient comments may reflect overall satisfaction, not specifically observations of teamwork
- Patients sometimes have difficulty identifying or seeing the team
- Patients may repeat words they heard in survey in qualitative comments rather than speak solely in their own words

Future Directions

- Adjustments to qualitative question text to simplify and to elicit more balanced feedback
- Examination of differences in competencies identified or experience by gender, race, setting...
- Native mobile application for multi-institutional study, national benchmarks
- Possible survey independence for patients

RA Takeaways: The patients are watching us.



RA Takeaways: Patients feel safer when we work as a team.



RA Takeaways: Sometimes it's that personal touch that the patient needs.



Questions?

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