



College of Pharmacists of Manitoba

200 Tache Avenue, Winnipeg, Manitoba R2H 1A7
Phone (204) 233-1411 | Fax: (204) 237-3468
E-mail: info@cphm.ca | Website: www.cphm.ca

Joint Interprofessional Statement on Collaborative Care

Collaborative care in health care occurs when multiple providers from different professions provide comprehensive services by working with clients¹, their support networks, care providers and communities to deliver the highest quality of care across all settings. This partnership between a client and a team of health care providers is a participatory, collaborative and coordinated approach to shared decision-making around health and social issues. The following expectations are adopted from the National Interprofessional Competency Framework of *the Canadian Interprofessional Health Collaborative* (CIHC 2010).

Expectation 1 – Client Centered Care

- Practitioners seek out the input and engagement of clients, integrating their information, and valuing them as partners in designing, implementing, and evaluating care/services
 - *Empowering the client*
 - *Ensuring the client is always the primary professional obligation*
 - *Each college can refer to documents here (code of ethics, conflict of interest, etc)*

Expectation 2 – Role Clarification

- Practitioners understand their own role and competence, as well as the roles of those in other professions, and use this knowledge appropriately to establish and meet client goals
 - *Recognize one's limitations in skills, knowledge and abilities*
 - *Uses the full scope of knowledge, skills and abilities of professionals from health and other fields to provide care that is safe, timely, efficient, effective and equitable*

Expectation 3 – Team Functioning

- Practitioners acknowledge team dynamics and group processes to enable effective interprofessional team collaboration
 - *Engage and effectively facilitate respectful interactions among team members*

¹ For the purposes of this document "client" is defined as, but not limited to, patient, family, community and/or population



College of Pharmacists of Manitoba

200 Tache Avenue, Winnipeg, Manitoba R2H 1A7

Phone (204) 233-1411 | Fax: (204) 237-3468

E-mail: info@cphm.ca | Website: www.cphm.ca

- *Establish and maintain effective and healthy working relationships with the client and practitioners, whether or not a formalized team exists*
- *Share the accountability for health outcomes with clients, other professions and communities, while maintaining accountability for one's own practice*

Expectation 4 – Collaborative Leadership

- Practitioners recognize that different team members may assume leadership roles as appropriate to the task undertaken
 - *Recognize that both formal and informal leadership co-exist*
 - *Acknowledge that leadership will vary depending on the situation and environment*
 - *Understand when to take on a lead role, when to take on a complementary role and when to refer/consult*

Expectation 5 – Interprofessional Communication

- Practitioners take responsibility to communicate with others in a collaborative and responsive manner
 - *Establish common understanding of information, treatment, care decisions and programs and policies*
 - *Choose effective communication tools and techniques that facilitate discussions and interactions that enhance team functions*

Expectation 6 – Interprofessional Conflict Resolution

- Practitioners actively engage self and others in dealing effectively with interprofessional conflict
 - *Recognize and value the potential for conflict to occur.*
 - *Engage self and others to be an active part of conflict management and recognize how one's behaviour and conduct contribute to the situation.*
 - *Work effectively to address and resolve disagreements including analyzing the causes of conflict and working to reach a mutually acceptable solution*

Acknowledgements

This statement was developed collaboratively by the following Colleges (in alphabetical order): College of Audiologists and Speech Language Pathologists of Manitoba, College of Dietitians of Manitoba, College of Medical Laboratory Technologists of Manitoba, College of Licensed Practical

*College of Pharmacists of Manitoba Mission:
To protect the health and well being of the public by ensuring and promoting safe, patient-centred and progressive pharmacy practice.*

Member of the National Association of Pharmacy Regulatory Authorities



College of Pharmacists of Manitoba

200 Tache Avenue, Winnipeg, Manitoba R2H 1A7

Phone (204) 233-1411 | Fax: (204) 237-3468

E-mail: info@cphm.ca | Website: www.cphm.ca

Nurses of Manitoba, College of Pharmacists of Manitoba, College of Physicians and Surgeons of Manitoba, College of Physiotherapists of Manitoba, College of Registered Psychiatric Nurses of Manitoba, College of Registered Nurses of Manitoba, Manitoba Association of Registered Respiratory Therapists.

DRAFT

College of Pharmacists of Manitoba Mission:

To protect the health and well being of the public by ensuring and promoting safe, patient-centred and progressive pharmacy practice.

Member of the National Association of Pharmacy Regulatory Authorities