Collaborative practice tools that save time and improve care

Learn when and how to use each tool to ensure success.

BE CLEAR, QUICK AND EFFECTIVE

<table>
<thead>
<tr>
<th>NOD</th>
<th>Name</th>
<th>To introduce yourself and your role to patients.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Occupation</td>
<td></td>
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<tr>
<td></td>
<td>Duty</td>
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<table>
<thead>
<tr>
<th>SBAR</th>
<th>Situation</th>
<th>To convey new or complicated history in Rapid Rounds.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Background</td>
<td></td>
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<tr>
<td></td>
<td>Assessment</td>
<td></td>
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<tr>
<td></td>
<td>Recommendation</td>
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To collaboratively ensure coverage of patient status and care plan during Bedside Shift Report.

To alert team members, without interruption, that the jargon they used is not understood.

Use with team members who understand the card’s purpose and welcome feedback.

To empower patients/family members to alert you the jargon you used is not understood.

Explain the use of the card before inviting patients to use it.

IMPROVE WITH INTENTION

<table>
<thead>
<tr>
<th>What?</th>
<th>Discuss positive and negative aspects</th>
</tr>
</thead>
<tbody>
<tr>
<td>So What?</td>
<td>Consider impact and implications</td>
</tr>
<tr>
<td>Now What?</td>
<td>Determine what would you do differently next time</td>
</tr>
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</table>

Set and follow ground rules for team debriefing.

MANAGE CONFLICT

Advocate with Clarity

<table>
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<tr>
<th>DESC</th>
<th>Describe</th>
<th>Express feeling/concern</th>
<th>Suggest alternative &amp; seek agreement</th>
<th>Consequence /impact on team goals</th>
</tr>
</thead>
</table>

To advocate for a different course of action in a non-urgent situations.

Preserve relationships by using this structure with intention.

2-Challenge

Say it once Say it again

To ensure that critical information has been heard and considered.

CUS

I am CONCERNED
I am UNCOMFORTABLE!
This is a SAFETY ISSUE!

To advocate urgently and clearly for a different course of action in high stakes situations.

OBEFA

Open statement
Behaviour
Effect
Feelings
Action

To construct a feedback message that is non-judgmental and productive.

Go slowly, practice on low-stakes issues: feedback can feel awkward at first.

INTERPROFESSIONAL CARE PROCESSES

INTERPROFESSIONAL CARE PROCESSES

WAIT

To remind yourself (or team members) to contribute with purpose and make space for others to contribute.

Use with team members who understand the card’s purpose and welcome feedback.

To empower patients to alert you to information overload.

Explain the use of the card before inviting patients to use it.

INTERPROFESSIONAL CARE PROCESSES

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