Compassion Word: Interconnecting Seed for a Changing World

The effects of conscious communication in interprofessional collaboration in social care

Anne-Claire Museux, M. SW, Serge Dumont, Ph.D., SW, Emmanuelle Careau, Ph.D., Exp. Med.

Objectives

1) Describe the effects of NVC communication training in the quality of interprofessional relations in primary care settings
2) Explore the evolution of interprofessional competencies after a NVC communication training
3) Examine the relationship between communication and interprofessional collaboration in primary care settings

Background

• In primary care settings, social systems are requested to do more with less
• In Canada, interprofessional collaborative practices are presented as an innovative answer to the problem
• Effective, authentic and compassionate communication is described as a cornerstone of successful collaboration for patient care, but little attention is given to the development of that specialized skill in related education programs
• Non-violent or compassionate Communication (NVC) is described as:
  o A communication and conflict resolution model
  o A concrete tool to seek to be and live connected to oneself and the world

Methods

• Mixed method:
  a) Quantitative design
     – Data collection tools: Clinical simulation meeting evaluated using two observation-based instruments
     * Individual performance (ECOS-E): Communication; Collaboration; Role and responsibility; Patient Centered Practice
     * Collective collaborative performance (OCIP): Common vision; Common cohesive action plan
     – Method of analysis: Statistical analyses
  b) Qualitative interpretative design
     – Data collection tool: One-hour semi-structured interview
     * Individual insights/reflections about the impacts of automatic communication on the relationship
     * Experiencial learning of self-compassion
     * Interprofessional relationship can be based on empathy between colleagues
     * Improved listening of patients’ needs

Results

• Participants (N=9)
  • 2 interprofessional teams from primary care settings
  • 5 different professions
• Communication: Progressive transition from automatic awareness to conscious awareness
• Patient Centered Practice is first and foremost Person Centered Practice
• An improved interconnection enhances interprofessional collaboration
• Openness and clarity about each team member’s role
• Mutual comprehension: Improved capacity to concreate common vision and cohesive action plan

Recommendations

• Increased training
• Management participation
• Opportunity to express and share insights and new awareness together
• Opportunity to express and share insights and new awareness together

Acknowledgements:
Robert Bouchard, Annie Bourassa, Sylvie Fortier

Compassion Word: Interconnecting Seed for a Changing World

The effects of conscious communication in interprofessional collaboration in social care

Anne-Claire Museux, M. SW, Serge Dumont, Ph.D., SW, Emmanuelle Careau, Ph.D., Exp. Med.