YOU CAN’T DO THIS ALONE
INTERDISCIPLINARY TEAM WORK IN PALLIATIVE CARE AND HOSPICE

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LEARNING OUTCOMES

- Define interdisciplinary team approach to hospice and palliative care
- Identify components of effective interdisciplinary teamwork
- Develop strategies to promote interdisciplinary teamwork from within

“The hospice IDT is recognized as a model of inter-professional collaboration and is designed to support the complete, holistic needs of a terminally ill individual and his or her family at the end stages of life.”

Kobayashi and McAllister
APPLYING THE PRINCIPLES IN HOSPICE TEAM WORK

- Patient & family = center of care
- Interdisciplinary focus on pt/family goals and wishes
- Team collaboration supports pt/family in reaching goals
- Interdisciplinary plan of care to meet goals
- No one discipline owns any part of the care plan
- All disciplines attend to all dimensions of pt/family experience through own professional lens.

INTERDISCIPLINARY TEAM

- Multi-disciplinary vs Interdisciplinary
- Medicare Regulations
- Efficacy for the PC/Hospice work

Definitions

Multidisciplinary  Interdisciplinary
The literature supports Interdisciplinary Teamwork.

- Draws on expertise of specialists in each domain.
- Linked to improved patient/family/team communication.
- Elicits and respects treatment choices.
- Responds to need for family-focused care.


CHALLENGES IN TEAMWORK

- What comes to your mind?
FIVE DYSFUNCTIONS OF A TEAM

► Absence of trust
► Fear of conflict
► Lack of commitment
► Avoidance of accountability
► Inattention to results

Patrick Lencioni, 2002

PITFALLS TO TEAMWORK

► Discipline-ism
► Lone-Ranger-ism
► Martyr-ism

NHPCO, 2010
CASE EXAMPLE

- What have you experienced?
- Who answers the phone?

TIPS FOR MANAGING DYSFUNCTION

- Become aware of the dysfunction - when and where
- Seek understanding not to be understood
- Be patient, be kind, be respectful
- Seek development - personal and professional growth
- Obtain outside consultation
- Figure out what is best for you

WHAT ABOUT YOUR TEAM?
TEN PRINCIPLES OF GOOD TEAMWORK

- Clarity of Vision
- Good Communication
- Role Clarity
- Appropriate Skill Mix
- Supportive Team Climate
- Individual Characteristics that Support Teamwork
- Focus on Quality and Outcomes of Care
- Positive Leadership Management Attributes
- Personal Rewards Training and Development
- Appropriate Resources and Procedures

Nancarrow et al, 2013

BUILDING TRUST

- Shared Mission
- Mutual Respect
- Personal Relationships and Shared Experiences

IMPROVING COMMUNICATION

- Know your communication style
- Understand other’s styles
- Agree upon a communication dynamic

Patrick Bosworth
STRATEGIES FOR TEAM BUILDING

1. Collaborate
   - Joint visits
   - Presentations / Continuing education
   - Professional successes
   - Personal milestones

2. Celebrate
   - Professional achievements
   - Personal milestones
   - Celebrations of accomplishments, birthdays, anniversaries, etc.
   - Acknowledge losses, health, impactful deaths/accidents, retirements

3. Congregate
   - Spontaneous interactions
   - Celebrations of accomplishments, birthdays, anniversaries, etc.
   - Acknowledge losses, health, impactful deaths/accidents, retirements

4. Share Life
   - Authenticity
   - Professionalism
   - Humor
   - Work life boundaries
   - Acceptance

WHAT MAKES A GOOD TEAM A GREAT TEAM?
"Actually, it does start with you – if you want to change the world, change yourself." - RuPaul

Conclusions

- Healthcare is a team sport
- Hospice and Palliative Care is best provided by a high functioning interdisciplinary team
- Dysfunction happens, but it's manageable and it can get better

Questions?

Thank you!

REFERENCES