A People-Centered Approach to Improving Interprofessional Communication in Health Care

Terri Wada, Adjunct Faculty, Visual Communication Design
Pamela Napier, Assistant Professor, Visual Communication Design
J. Brian Crain, Design Strategist, Collabo Creative LLC
Julie LaMothe CPNP, MSN,RN,
Sue Hendricks EdD., RN, CNE,
Kellie Stull MSN, RN,
Jennifer Sweeney MSN, RN,
Zaidi, Syed-Adeel H. MD

Indiana University School of Nursing
Collabo Creative LLC
Indiana University-Purdue University Indianapolis

Abstract:

As part of the objectives stated under the Interprofessional Collaborative Practices (IPCP) Model funded through a grant with the Health Resources and Services Administration and Indiana University School of Nursing, it was necessary to better understand the challenges around interprofessional communication across a hospital unit. To carry out this objective, research consultants from Collabo Creative, a design research company, partnered with the Renal Metabolic (B5C5) unit at IU Health Methodist.

The main purpose for connecting design researchers with B5C5 was to assist the unit in utilizing a people-centered design approach in order to: 1) understand the current context of interprofessional collaboration and communication, 2) frame pertinent communication design challenges; and 3) develop solutions to improve interprofessional collaboration and communication across the B5C5 unit.

Resulting from the 8-month research engagement, Collabo Creative and B5C5 identified four core challenges to interprofessional communication that appear to be relevant to other hospital units in addition to B5C5. These challenges include: 1) patient handoff of information; 2) doctor and patient two-way communication; 3) employee tensions as a result of PCA training; and 4) night-shift inclusion in plan of care.

This poster will describe the people-centered design approach and methods that were used to engage B5C5, along with key findings and newly developed interprofessional communication tools resulting from the research project.

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