NEGOTIATION OF PRIMARY CARE WITH AN INTERPROFESSIONAL TEAM

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- Employee of NH and UNBC
- Supervisor Dr. Martha MacLeod and Committee members
 Dr. David Snadden and Dr. Neil Hanlon
- Participants in this research

Objectives

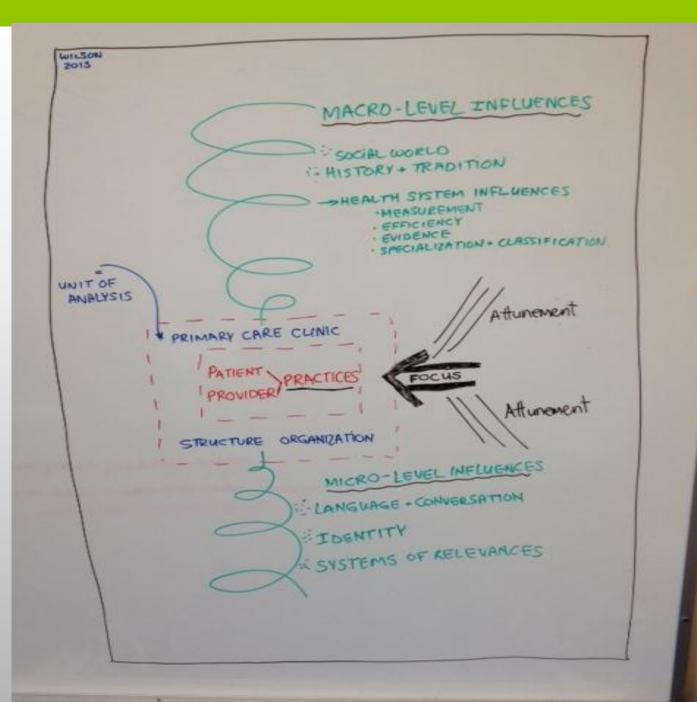
- Discuss initial observations and findings
- "If you don't contradict yourself on a regular basis, then you're not thinking" Malcolm Gladwell

Research Questions

- 1. How do patients feel "known" or unknown by providers?
- 2. How are therapeutic relationships between patients and providers established, nurtured and maintained over time?
- 3. How do patients negotiate care from more than one provider?

Why practices?

- Practices are "...activities repeatedly performed over time" (Kesselring et al 2010)
- "Habits measure us" Mary Oliver
- Routine can provide "...the knots you hold on to when you've run out of rope" Anne Lamott



Initial Findings

- Role function and clarity
 - "When you don't have clearly defined roles and what the team is going to deliver that sets off alarm bells."
 - When we don't know roles we put patients in jeopardy."
- Change fatigue and moral distress
 - "Putting out fires."
 - "Open the floodgates."
 - "Survival mode."
- Capacity and Responsiveness
 - "The existing caseload is massive."
 - "There's so many people that we don't know."

Initial Findings

- Team
 - Individual and collective: identities, competence
 - Models
 - Pt role
 - "I'm the glue"
 - · When to involve the team



"Sometimes I think the collaborative process would work better without you."

Initial Findings

- Trust and Power
 - "If my patient falls through the cracks whose fault is it?"
 - Opportunities
 - Natural vs Intentional Leadership
- Unarticulated work
 - Value of "inefficient" practices
 - Defining health for "teetering" populations



- Information transfer
 - Continuity
 - What gets written down

Cover / Uncover

- What are you doing in your everyday practice that is getting covered up?
- What would be useful for me to be attuned to in the data as I begin analysis?

Thank you!

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