

**Implementing an interprofessional
collaborative practice model in an urban
nurse-managed health center that serves
as a faculty practice:
Challenges and Successes**

Kathy Gunkel, DNP, APN, ANP-c, WHNP-c

1. Describe the impact and trends in interprofessional collaborative education and practice.
2. Describe how core interprofessional practice competencies can be adapted and integrated into a nurse-managed faculty practice.
3. Discuss the challenges of opening and developing a nurse-managed health center in an urban setting.

Objectives

Interprofessional Collaborative Practice

“When multiple health workers from different professional backgrounds work together with patients, families, carers [*sic*], and communities to deliver the highest quality of care.”

WHO, 2010



World Health Organization (WHO). (2010). Framework for action on interprofessional education & collaborative practice. Geneva: World Health Organization.

Traditional Care



Why Interprofessional Practice?

Why Now?

- Increase in chronic disease and need to manage multiple chronic conditions
- Patient Safety and Quality
- Changing healthcare systems
- Cost-effectiveness

Multidisciplinary Team

- A group from different disciplines who assesses clients & develop plans *independently*.
- *One person*, orders services and coordinates the care.
- Each discipline implements its *independent plan* as an *additional layer* of services.
- Patients' & families' goals may not be considered, and *specific discipline goals are not always shared* with other professional caregivers.
- Lack of collaborative planning and goals create *inconsistent* approach that *lacks cohesion*.

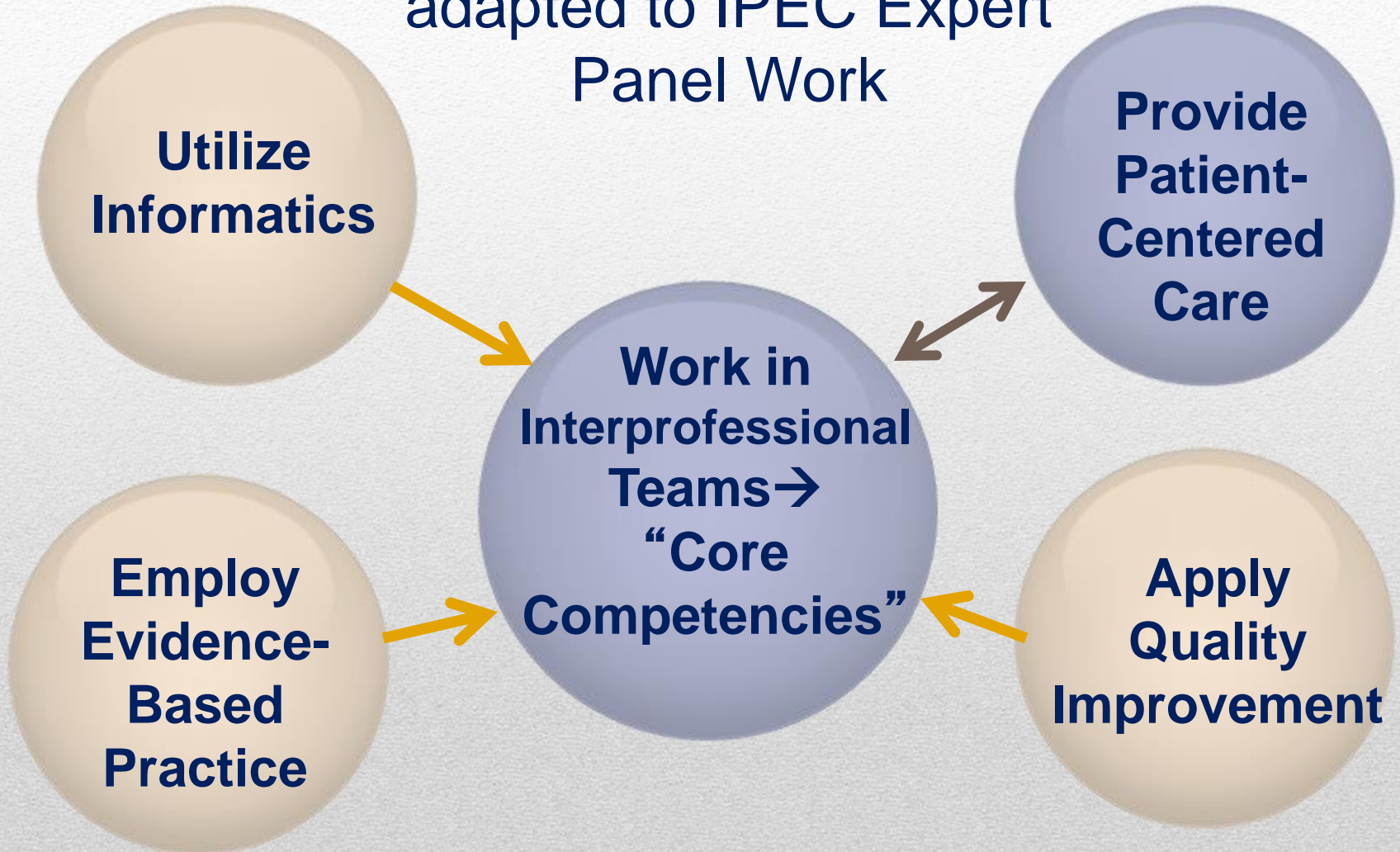
Interdisciplinary Team

- Group of people from different disciplines who assess and *plan care in a collaborative* manner.
- A *common goal is established* and each discipline works to achieve that goal.
- Care is *interdependent, complimentary, and coordinated*.
- *Joint decision making* is the norm.
- *Members feel empowered* and assume leadership on the appropriate issue depending upon the patient's needs and their expertise.

Barriers to IPCP

- Differences in history, culture, thinking
- Historical rivalries
- Differences in language and jargon
- Differing professional routines
- Varying levels of preparation, qualifications and status
- Fears of diluted professional identity

IOM 5 Core Competencies, adapted to IPEC Expert Panel Work



RUTGERS

THE STATE UNIVERSITY
OF NEW JERSEY

The Rutgers-FOCUS Wellness Center

RUTGERS

College of Nursing



Rutgers College of Nursing

- Looking to establish long-term community commitment that supports the mission of the University.
- Cadre students interested in service learning
- Has need for faculty practice and to train the next generation of primary care providers.

Rutgers University Resources

- Experienced advanced practice nurses in areas of family health, pediatrics, behavioral health and community health.
- Collaborations with Law School, School of Social Work, School of Pharmacy, School of Medicine (in process)
- Commitment to high quality, appropriate cost of care that is offered in person-centered environments designed with significant community input.



The Mission of FOCUS Community Center for Hispanic Development

Provide community leadership by developing a variety of health and human development initiatives which advance the community toward self-sufficiency, growth, empowerment and a better quality of life.


- health services were missing!



Newark has a high level of health and economic disparities



Services are available – but difficult to access.



Establish a viable, sustainable and culturally competent community health center that is a partnership between FOCUS and RU-CON. We envisioned a program that will get the right care to the right people when they need it.

GOAL



4 Pillars of Nurse Managed Centers

- **Wellness**
- **Patients**
- **Families**
- **Nontraditional and community-based services**

- No nurse managed standing health center in Newark
- No nurse managed center in the United States that are located within a community based organization.

Services

- Wellness/Health Education
- Primary Health Care Services
- Behavioral Health Services
- Health Counseling
- Health Outreach Services
- Link with other community agencies and FQHCs in greater Newark

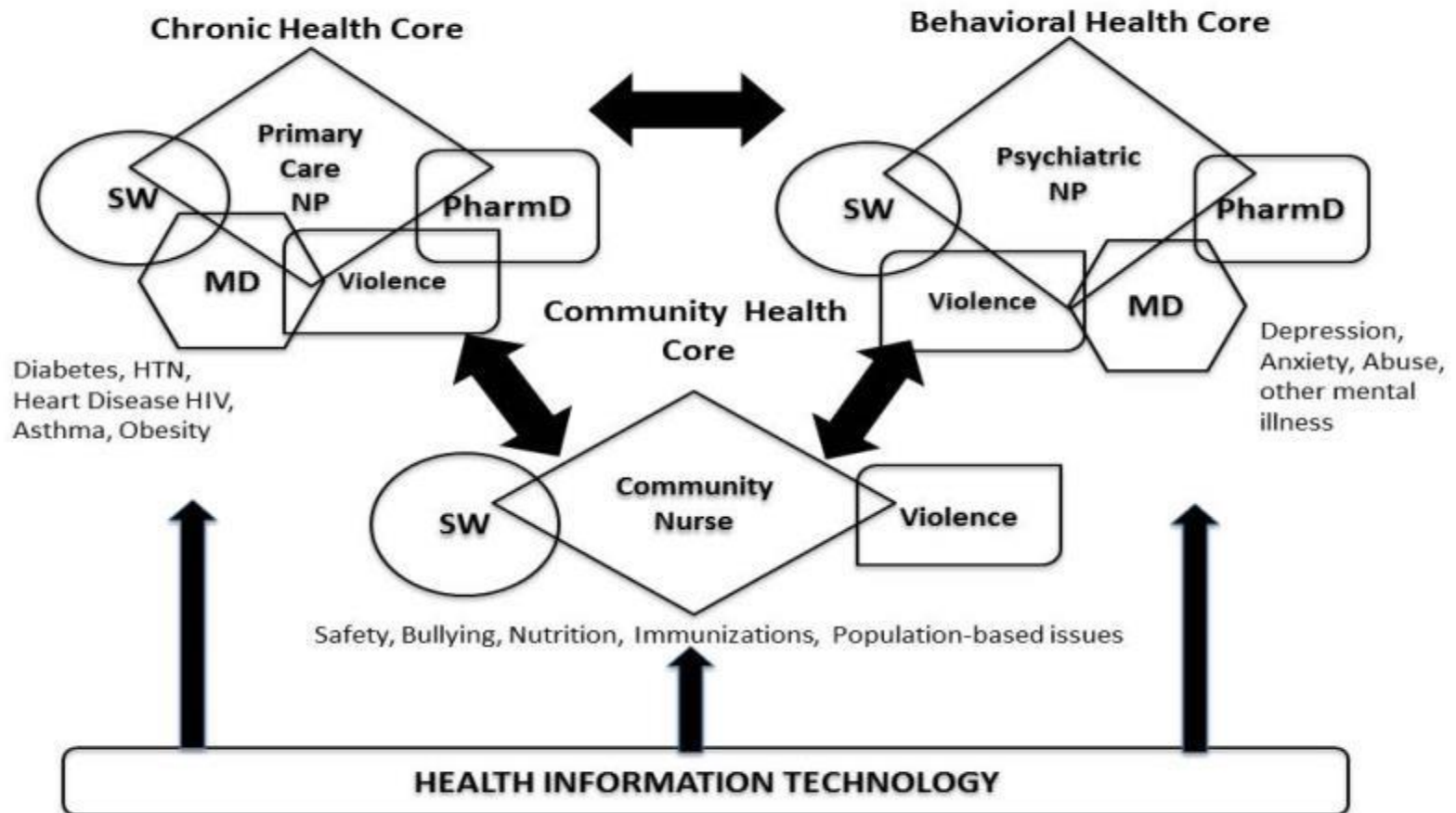


Phases

- **Phase I: Wellness Program**
 - Health Promotion and Education Activities; Funded April 2012-2013
- **Phase II: Clinical Services**
 - Primary Health care and Behavioral Health Care



Comprehensive Health Model



Role of Nursing

- Coordinate each of the “Care Cores”
- Provide direct care and education
- Assess and triage clients to appropriate team
- Assist with training and education of students

Role of Social Work

- Assist in the development of intake process
- Provide direct client services
- Serve as faculty mentors for students
 - Social Work Faculty
 - On-site LCSW

Role of Pharmacy

- Assist in the development of the pharmacy role in the IPCP model at The Center
- Provide patient education, medication adherence coaching, ensure medication safety, immunizations, other activities
- Participate in training of students

Role of Violence Prevention

- Conduct training for staff and the community on violence prevention, interpersonal conflict resolution.
- Train health professional students in violence prevention

Role of Health Information Technology

- Track and monitor quality indicators
- Identify areas for quality improvement
- Analyze data
- Evaluate outcomes



We are all in agreement then.

Challenges at Rutgers

Challenges

- Unified efforts
- Faculty appointments (10 vs 12 months)
- Clinical affiliations
- Approval for faculty practice



Successes

- Patient Satisfaction
- Student Learning
- Faculty Satisfaction



- Developing an interprofessional collaborative practice model is feasible, but requires a coordinated effort and buy-in from stake holders
- Team identity takes time and requires ongoing reinforcement on a regular basis

Lessons Learned

- Interprofessional collaborative practice settings offer a wonderful opportunity for health profession students to learn together and from one another.

Lessons Learned