

IPE Component in a Practice Setting: Flexible Activity #1

Shadowing and/or Interviewing Team Members

Description

Through shadowing and/or interviewing, learners will have the opportunity to learn about, from and with a team member (i.e., a staff member or provider) from another profession and/or role, as well as learn with the patient/client/family as part of the team. This activity could be completed at any point but is most appropriate for learners in early placements.

Learning Objectives

- Describe role, responsibilities, and scope of practice of the person shadowed and/or interviewed in relation to others they collaborate with.
- Discuss the impact of role interactions on patient/client/family relationships and outcomes.
- Describe the context and culture of the interprofessional environment that enables or hinders collaboration.

Structure

- During the activity, information will be gathered through shadowing (accompanying and observing a team member in practice) and/or interviewing (asking questions of a team member). The choice of whether to shadow, interview or do both will be discussed with the preceptor/supervisor in consideration of the placement setting.
- Suggested time to complete this activity totals approximately three hours, plus preparation and debrief. This includes time spent with at least two team members from another profession/role and debrief with preceptor/supervisor. Consider team members that are both regulated and non-regulated (e.g., pharmacist, home care coordinator, personal support worker, etc.).
- Consider asking the patient/client/family questions about how the different professions and roles work together as a team.
- After completing this activity, consider the Post-Activity Reflection questions in a written (one page single spaced) reflection or any other form of submission if suggested by your professional program.
- This activity will be followed by a debrief discussion with your preceptor/supervisor.

Note: The activity may be completed individually or as a group (e.g., 2-3 learners could interview and/or shadow an occupational therapist at the same time and, if appropriate, debrief together).

Preparation

- Review the learning objectives, interview questions and reflection questions, in consultation with your preceptor/ supervisor.
- List all of the team members with whom you interact and reflect on your knowledge of their professions and roles.
- Discuss this list with your preceptor/supervisor and together select at least two team members to shadow and/or interview. Consider selecting professions/roles about whom you know the least and/or one with whom you will collaborate regularly.
- Inquire how to best accommodate the team member being interviewed and/or shadowed.
- Consider gathering information to support your experience by speaking with a patient/client/family as part of the team. This can be a very rewarding and interesting experience, as it will enable you to learn about collaboration from their perspective.
- Consider your understanding of the professions and roles and come prepared to ask questions of any learning gaps of the profession or setting. Conduct additional research on the profession and/or provider role to be interviewed/shadowed (e.g., review the professional association websites or the patient/client/family chart).

Note: Your preceptor/supervisor should explain the purpose of the activity to team members and obtain consent. Consent must be obtained from the patient/client/family and confidentiality maintained as per organizational policy.

Shadowing Experience

- Shadow team members as they work with others in their role and interact with patients/clients/family/staff members/providers.
- As you shadow and observe the team member, consider the learning objectives of this activity to better understand the role, responsibilities and scope of practice and the interaction of the different professions/roles on patient/client/family relationships and outcomes.
- Ensure that you reflect on the context and culture of the interprofessional environment that facilitates or inhibits collaboration.

Interviewing Experience

Suggested Interviewing Questions (As Applicable) – Staff Member or Provider

1. Learning about you and your role:
 - a. What factors led to you deciding to enter your profession/role?
 - b. How would you describe the scope of practice of your profession and the role you play on this team?
 - c. What do you consider the biggest challenges in enacting your role?
 - d. I would like to practice explaining my role (learner’s professional role) to other team members. Please provide me with feedback on the following description of my role...



e. I am also learning how to describe other team members' roles. Knowing what I now know, here is how I would describe your role... What feedback do you have for my description of your role?

2. Learning about collaboration on this team:

- a. How and when do you collaborate (e.g., assess, plan, and provide intervention) with others on this team? With whom do you collaborate most closely on this team and why? Can you provide a specific example/patient/client/family experience to illustrate?
- b. How do you usually interact with my profession on this team? What goals might we share? How do you contribute to effective decision-making on this team? What factors facilitate or hinder effective decision-making?
- c. Conflict happens in health care and can help benefit a team to make best decisions when managed well. When considering conflict with other team members, to what extent was that conflict related to your roles? What strategies facilitated or hindered a resolution?
- d. Are there areas where you perceive some hierarchies in relationships with other team members? If yes, how do you manage them? If no, what may have contributed to managing differences?
- e. How do you work to establish and maintain relationships on this team?

Suggested Interviewing Questions as Applicable – Patients/Client/Family

1. Learning about collaboration on this team:

- a. Please tell me about your involvement with this team. Whom do you consider a part of your team here and outside of here?
- b. Who on the team do you work with most closely? Can you provide a specific example?
- c. In what ways do you feel part of the team and what enables this? Please provide an example.
- d. Think of the people and processes involved in addressing your health issues here. Are you able to think of any examples of teamwork? If yes, what do you think the impact of these examples might be on how they have managed your health issues? If no, are there instances where teamwork might have been helpful?
- e. I am a learner in _____ (profession). Have you met an individual from my profession previously? What would you like to know about my profession?

Post-Activity Reflection Questions

After completing this activity, consider the questions below in your reflection. Reflect on your own feelings and learnings from the interaction:

1. What did you learn about the professions/roles on this team that you did not know previously?
2. What are the similarities and differences between the professions/roles (including yours)?
3. What else do you want to learn about the team and its members? What new learning objectives have now emerged for you?
4. How were the patient/client/family voice/goals expressed?
5. Did anything about the experience surprise you or make you uncomfortable? If there was conflict, what were the positions/perspectives behind the conflict and any strategies used to resolve it?



6. What did you learn that you can apply to your own role as a professional and team member in future practice?

Debrief

Preceptor/Supervisor Instructions

- An accompanying Facilitation Tip Sheet and additional facilitation resources are available for Preceptor/Supervisor. These can also be shared with staff prior to the activity.
- Ensure that the learner discusses their reflections, either with you, or a delegate. As an alternative, also consider the opportunity to create time and space for a collaborative debrief (e.g., with other team members or learners involved in the activity) following the activity.
- Review the post-activity reflection questions with the learner. Consider sharing your own reflection on what surprised/resonated with you and any key implications for practice as a professional and team member.
- This is also an opportunity to engage the learner on how you can continue to guide and support this learner's understanding of interprofessional collaboration on their placement.

Evaluation

Your feedback for the flexible activity is welcomed and are used for quality improvement of our learning activities. Please evaluate the content and format of the flexible activity with the link below.

<https://www.surveymonkey.com/r/NNC9XC2>