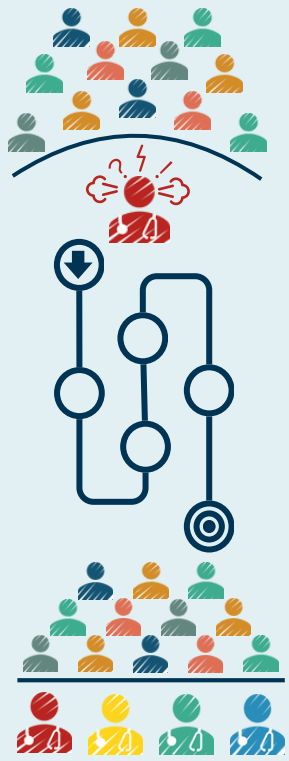


Navigating towards interdisciplinary care teams



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PROBLEM

- Increase in number of patients with complex chronic conditions leads to the need of interdisciplinary healthcare.
- Working interdisciplinary is complex and presents a lot of challenges.
- Practice protocols facilitate an effective and high-quality interdisciplinary organisation of healthcare

But how do we navigate the development and implementation of practice tailored protocols

STUDY DESIGN

33 interviews



41 minutes average



Practice assistants
Dieticians
Nurses
Physicians

Interviewguide and thematic analysis guided by the CFIR-framework

RESULTS

Teambased approach

- Ensure that everyone has the opportunity to be involved in developing the protocol.
- Learn from each other through interviews, observation and sharing of example protocols.
- Develop a communication strategy tailored to an interdisciplinary team.

Effective project management

- Appoint a small interdisciplinary team with a team leader responsible for developing the protocol.
- Develop an evaluation strategy in advance.
- Document all agreements, including financial terms, responsibilities, and expectations.

Tailor to practice needs

- Establish (intermediate) goals aligned with the vision, needs, and context of the practice.
- Consider the competencies and needs of the staff.
- Strategically plan the timing and deadlines of the project and adjust them as needed based on the practice's context and needs.

Medical competencies

- Ensure that all healthcareworkers have sufficient knowledge about the condition addressed in the protocol.
- Ensure that all reception staff has sufficient knowledge to accurately triage patients.
- Educate staff on how to work effectively, qualitatively, and uniformly with the electronic medical record.

CONCLUSION

Although promising, **transitioning to an interdisciplinary healthcare** organization is **challenging**, often hindered by the fact that healthcare providers are trained as healthcare provicers, not managers. This qualitative study synthesizes real-life experiences and best practices that facilitate the shift to integrated care and the development/implementation of practice-specific protocols. **Key factors** include **effective teamwork** and **tailoring** both the project plan and protocol to the practice's context. Additionally, it is essential to have not only sufficient **medical competencies** but also **skills in project management** within a general practice setting.

