INTERPROFESSIONAL COLLABORATION COMPETENCIES OF HEALTH AND SOCIAL SERVICES PROFESSIONALS IN VIRTUAL CARE CONTEXTS: A SCOPING REVIEW

Pottras M-E, RN, PhD, Courturer Y, PhD, Beaurpré P, MSc, Girard A, RN, PhD, Aubry F, PhD, T-Vaillancourt V, MSc, Carrier J-D, MD, PhD, Fortin L, Racine J, Morin A, BSc, Boudreault A, MSc, Cornier C, MSc.

BACKGROUND

1. Interprofessional collaboration (IPC) is part of emerging practices which should be put forward for a better integration of health and social services.
2. The advantages of in-person IPC were broadly studied, as opposed to those in a virtual context.
3. The pandemic and recent breakthroughs triggered virtual practices.
4. The determination of necessary competencies in collaborative practices in a virtual context could allow a more efficient collaboration.

OBJECTIVES

1. Describe the collaborative practices of professionals in virtual care contexts.
2. Highlight the competencies required for IPC in virtual care contexts.
3. Identify the competencies that facilitate IPC in virtual care contexts.
4. Provide recommendations to support the adjustment of initial and ongoing training in IPC in virtual care contexts.

METHODS

We scoping review aimed to gain a better understanding of the required competencies in virtual care.

RECOMMENDATIONS

Educational establishments

• To promote the training on technologies and digital literacy in initial educational curricula

Healthcare facilities

• To promote the use of technologies by offering quality continued training, IT equipment and technical support

Health technology companies

• To facilitate interoperability and to increase the use of existing tools

• To develop softwares allowing the professionals to best utilize the necessary IPC skills

Professionals

• To integrate innovative strategies that promote virtual IPC

REFERENCES


RESULTS

The scoping review included 31 studies and 16 websites (Fig. 1) from 2010 to 2020 (Fig. 2). The results obtained through this scoping review are lagging behind the actual situation observed on the ground and thus, do not correctly report on the current situation experienced by clinicians.

CONCLUSION

• Gaps can be observed which hamper the collaborative practices in a virtual care context.

• Acquiring virtual care competencies in IPC could allow a better management of the risks related to ethical issues and to patients’ personal data.

• The collaboration challenges experienced by professionals in virtual care could lead to a return to working in silo.

• Competencies in virtual care must be the same as in-person. Unfortunately, this topic is still uncharted territory and available articles are lacking.

• A greater support for technology-specific competencies, tailored to IPC in virtual context could allow professionals a better integration of this new practice.