

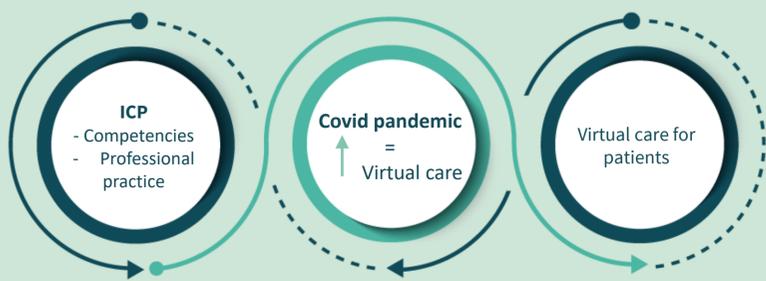
INTERPROFESSIONAL COLLABORATION COMPETENCIES OF HEALTH AND SOCIAL SERVICES PROFESSIONALS IN VIRTUAL CARE CONTEXTS : A SCOPING REVIEW

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BACKGROUND

- Interprofessional collaboration (IPC) is part of emerging practices which should be put forward for a better integration of health and social services¹
- The advantages of in-person IPC were broadly studied, as opposed to those in a virtual context²
- The pandemic and recent breakthroughs in technology³ triggered virtual practices³
- 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

Our scoping review⁴ aimed to gain a better understanding of the required competencies in virtual care

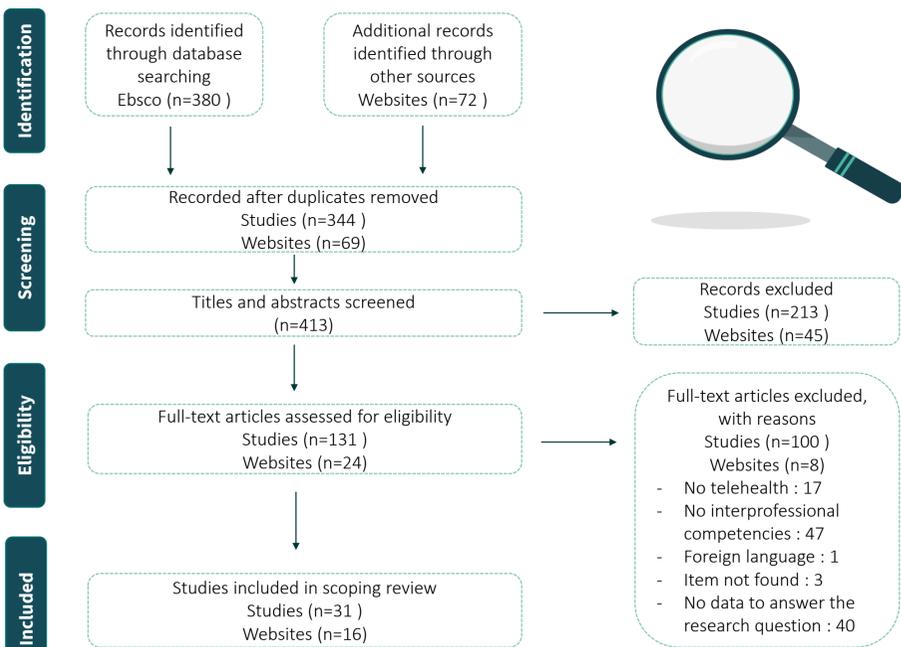


Fig.1 PRISMA Flow Diagram for ScR

RESULTS

The ScR included 31 studies and 16 websites (Fig.1) from 2010 (Fig.2)



IPC in virtual care

- Emergent field
- Not mastered by every professionals, and suboptimal use
- Inequity regarding its digital accessibility (area, literacy, support)⁵
- Main collaboration modes in virtual care :
 1. Remote access to a specialist
 2. Follow-up through a mobile app

Table 1. Reported interprofessional competencies according to included documents

Competencies according to the <i>Référentiel national de compétences en matière d'interprofessionnalisme</i> ¹	n studies / documents addressing competencies
Interprofessional communication	n=23
Patient/client/family /community-centred care	n=18
Team functioning	n=14
Role clarification	n=7
Collaborative leadership	n=6
Interprofessional conflict resolution	n=1

Required competencies for IPC in a virtual care context

- Developing technology-specific skills and increase his/her numeric literacy⁶
- Tailoring initial and continued interprofessional training to the virtual context⁷
- Promoting frequent interprofessional communications taking into account the specificities of the employed technologies⁸
- Determining and acknowledging the roles of each member of the interprofessional team for virtual meetings⁹
- Promoting teamwork despite working remotely¹⁰
- Promoting a collaborative leadership that is tailored to a virtual context¹¹

Results from the consultation with knowledge users

The results we 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

RECOMMANDATIONS

Educational establishments

- To promote the training on technologies and digital literacy in initial educational cursus

Healthcare facilities

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

eHealth technology compagnies

- 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

Decision-makers

- To support the development of integrative technologies that support IPC by integrating clinical tools, communication tools, and tools for guiding patients in their preparation for virtual care appointments

Researchers

- To examine the unexpected impacts of virtual care on patients and professionals, including the cognitive aspects of working remotely on IPC

- To work with professionals on the ground to keep up on the evolution of IPC in virtual care

