USE OF TECHNOLOGY & INNOVATION IN STRENGTHENING GOVERNANCE AND REGULATION

HOW DO WE BECOME SMART REGULATORS

USING TECHNOLOGY TO STRENGTHEN INTERPROFESSIONAL COLLABORATION (IPC) &TEAM-BASED REGULATION AMONG HEALTH REGULATORS

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I. INTRODUCTION

- IPE is an experience that occurs when two or more healthcare providers **learn** about, from and with each other *to enable effective collaboration* and improve health outcomes

IPE

IPC

- Interprofessional collaboration (IPC) is the process of developing and maintaining effective interprofessional working relationships with practitioners, **patients/families** and communities to enable optimal health outcome

Team-based care & IPCP

IPE helps to realize the potentials of an effective **IPC**

II. SIGNIFICANCE

Why is IPC important in healthcare settings/ Regulation ?

By Practicing IPC :

Medical errors/Medical malpractices/negligence will be reduced

Communication gaps among health professionals and patients will be closed

Patient-centered care will be enhanced
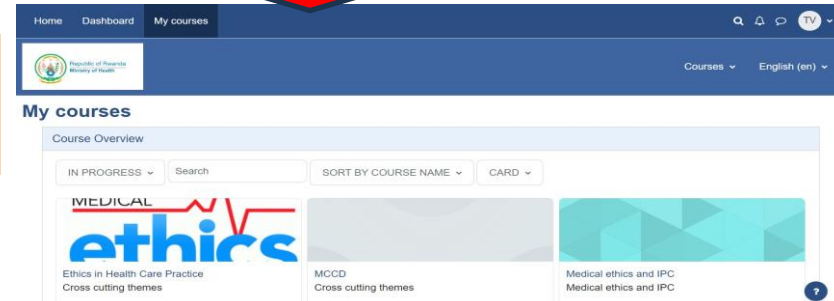
III. PROBLEME STATEMENT

Lack of Professional Values
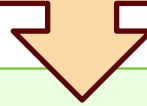
Lack of IPC

Lack of professional ethics

?
Lets Use Technology to Strengthen IPC

Alleged of Medical malpractices are increasing significantly

http://elearning.moh.gov.rw/my/courses.php

IV. OVERARCHING GOAL

http://elearning.moh.gov.rw/my/courses.php

Bringing healthcare professionals from various health professions together to learn how to communicate effectively (Between themselves and with Patient) and create collaborative relationships.

Aspired Outcomes:

→ respect, cooperation and knowledge about the roles, responsibilities and competencies of other members of the interprofessional team.

→ improved quality of service within healthcare institutions and enhanced confidence between healthcare professionals and patients.

The elearning course has been designed to address and overcome a list of barriers that threaten effective and productive interprofessional collaboration within healthcare settings

IV. METHODOLOGY

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Journal of Interprofessional Education & Practice

journal homepage: www.elsevier.com/locate/jiep

ELSEVIER

Interprofessional collaboration experience among healthcare professionals providing emergency obstetric and neonatal care in Rwanda. A qualitative descriptive case study

https://dx.doi.org/10.4314/rjmhs.v6i1.9   Rwanda Journal of Medicine and Health Sciences Vol. 6 No. 1, March 2023

Original Article

Benefits of a Mentorship Program on Interprofessional Collaboration in Obstetric and Neonatal Care in Rwanda: A Qualitative Descriptive Case Study

ISSN: 1356-1820 (Print) 1469-9567 (Online) Journal homepage: https://www.tandfonline.com/loi/ijic20

An exploratory study of healthcare professionals' perceptions of interprofessional communication and collaboration

Step 1
- Certified Master Trainers
- Training of trainer on IPC

Step 2
- **Trainers develop anonymous cases into case scenario**

Step 3
- Trainers and IT expert develop e-learning materials (audio-visual)
- Test and upload the course on e-learning platform of RMDC

V. E-LEARNING COURSE OBJECTIVES

1. Describe concepts of Interprofessional Education (IPE) and Interprofessional Collaboration (IPC).

2. Describe the importance of IPE and IPC in healthcare settings/regulations.

3. Outline the challenges to IPE/IPC in healthcare settings.

4. Apply the IPC competency domains to overcome challenges.

http://elearning.moh.gov.rw/mod/scorm/player.php

V. ENFORCEMENT STRATEGIES

Official Website of the

RWANDA MEDICAL & DENTAL COUNCIL

Home | About RMDC | Information for | Download area | Media | Contact us | Search here... | Go

Home > Media > News and Events

Mandatory CPD Credits requirements for July 2024-June 2025 license renewal

The Rwanda Medical and Dental Council (RMDC) wishes to bring to the attention of all Medical Doctors and Heads of public and private Health Facilities and health-related NGOs that from February 1st to June 30th, 2024 ; the RMDC Secretariat will be ready to receive applications for Annual License for the fiscal year July 2024-June 2025.

The Bureau of National Council Board in its meeting of January 15th, 2024 resolved that Medical Doctors are mandatorily requested to submit evidence required 50 CPD credits while apply for license renewal.

All medical Doctors are encouraged to use the RMDC online services while applying for license renewal available at www.rmdc.rw by uploading the following documents as attachments :

- Evidence of 50 CPD credits
- Current License to practice
- Evidence of payment of annual license application fees (Bank Slip)

Effective July 1, 2024 any Doctor without the valid Annual License or any person employing such a Doctor, will be contravening the Law No 44/2012 of 14/01/2013, especially in its article 32 stating that "any medical doctor or dental surgeon who practices his/her profession without being licensed shall be brought

CPD

> CPD Policy
> Claims
> CPD Providers
> Provider accreditation & Course accreditation
> Online Services
> Why CPD ?
> CPD Upcoming Events
> CPD Focal Points
> More about CPD

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Doctors Database

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ORKSHOP 2024
WE, MALAWI

Course Overview

Part One:

- Interprofessional Education/Interprofessional Collaboration: an overview

Part Two:

- The Six IPC Competency Domains
  1. Interprofessional Communication
  2. Patient/Family/Community-Centered Care
  3. Role Clarification
  4. Team Functioning
  5. Collaborative Leadership
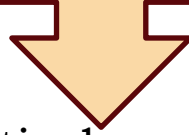 6. Interprofessional Conflict Resolution

Part Three:

- Knowledge Assessment

⚠️ You have to pass this assessment with a minimum of 80% to be eligible for a course completion certificate.

Next

VI. How can we achieve IPC within our healthcare institutions?

The answer is simple: By effectively and diligently implementing all six Interprofessional collaboration domains, which are*:*

① Interprofessional communication

② Patient/family/community-centered care

③ Role clarification

④ Team functioning

⑤ Collaborative leadership

⑥ Interprofessional conflict resolution

...**through discussion that evolves around real-workplace case scenarios….**

VI. 1 IP COMMUNICATION

What does interprofessional (IP) Communication mean and why is it important?

IP Communication:

When health professionals from different professions communicate with each other in a <u>collaborative</u>, <u>responsive</u> and responsible manner.

IP Communication is important as it could achieve the following:

(11) Promote **effective communication** among team members

(2) Establish teamwork communication principles

(3) Achieve a common understanding of care decisions

(4) Develop **trusting** relationships with team members and beneficiaries

(5) Provide **constructive feedback** to Interprofessional team members

VI. 1 IP COMMUNICATION

How can effective listening between healthcare professionals and patients be achieved?

LISTERNING

ACTIVE

EMPATHETIC

- To reassure that the patient has been heard
- To create a space where patients are comfortable providing feedback

- A room with a bureaucratic spirit. There is an open door with the label "Rwanda Investigation Bureau (RIB)". A lady in her late 30th is standing in front of someone who is an investigator. There is a sign on the desk saying "CHIEF INVESTIGATOR"
- There is another person also standing in front of the desk of the investigator. He is wearing a healthcare attire.
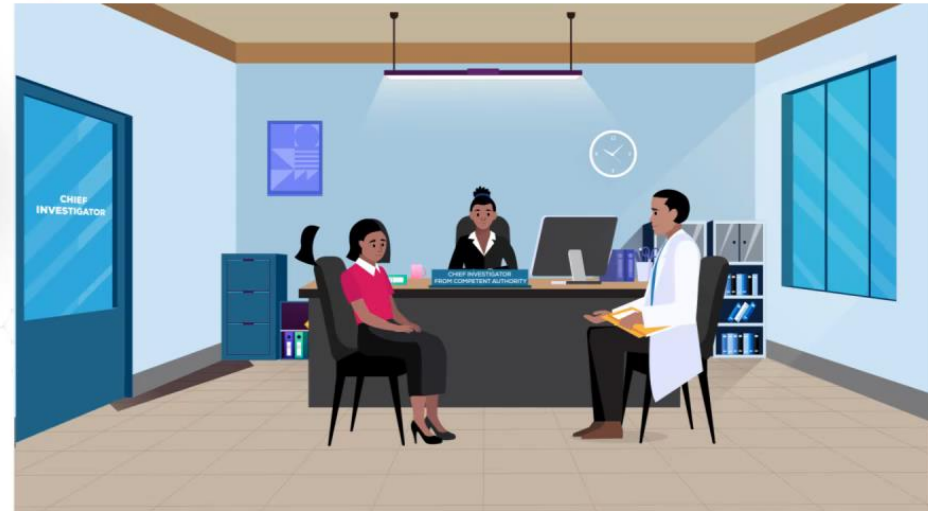- Listen the conversation ....

IPC Explained……

http://elearning.moh.gov.rw/mod/scorm/player.php

In the box below write down all your thoughts. Then submit.

Submit

Activity 2: (Reflective Question)

From the case scenario, do you think there is an issue of poor communication between the General Practitioner and the patient? If yes, what exactly was the misconduct here?

The General Practitioners should not say "I am not in the mood" in the presence of the patient. The Health Care provider should communicate appropriately with a positive attitude.

Do not take home-issues to work: "I am not in the mood" was personal issues should not have been communicated to the patient.

Proceed

VI. 2 Patient/Family/Community-Centered Care

Why is Patient-Centered Care important?

-Improves satisfaction scores among patients and their families

-Leads to better morale and productivity among clinicians and support staff

-Improves individual health outcomes

Healthcare professionals should always <u>integrate</u> and <u>value</u> the input and engagement of beneficiaries in designing and implementing healthcare services.

Scenario 2: Patient-centered care/team-based care

IPC

(?) **Scenario 2:**

Domain 2

Patient/family/community-centered care

Activity 2: (Reflective Question)

From the case scenario, what do you think went wrong? What and how should the General Practitioner have communicated with the woman (the grandmother of the deceased baby)? What would you have said, if you were in the shoes of that doctor?

In the box below write down all your thoughts. Then submit.

Submit

While the cause of death has been due to the delay of the C/Section, which is very clear here. There is another misconduct that we need to highlight and that is the inability to show empathy, understanding and professional communication with the family.

Proceed

VI. 3 ROLE CLARIFICATION

Why is 'Role Clarification' considered so crucial within healthcare settings?

Health Professionals should always **understand their own scope of practice** and the scope of practice of those in other professions, and use this knowledge appropriately to establish and meet patient/family and community goals.

Overarching goal of 'Role Clarification'

Helps reduce intra-team conflict, mitigate role ambiguity, dissolve professional boundaries, and build trusting relationships.

Benefits of 'Role Clarification'

When 'role clarification' is effectively implemented, professionals are able to:

Describe their own role and that of others

recognize and respect the diversity of other healthcare professionals scope of practice, roles, responsibilities, and competencies

Domain 4
Team Functionining

(?) What can be achieved if effective teamwork is in place? Why is it so important?

Overarching goal

Boost morale and improve productivity through constructive criticism and feedback.

Importance of Teamwork within healthcare settings:

- Improved Patient Responsiveness
- Overall Satisfaction
- Improved Efficiency
- Increased Effectiveness

(?) How to achieve an effective teamwork within healthcare institutions?

The realization of the following five principles is needed:

1. Make sure that all your team members feel respected
2. Ensure that they feel valued as a member of the team
3. Build trust so that they can trust each other in the team
4. Provide ample opportunities so that each member has a say in healthcare planning, implementation, & evaluation
5. Ensure that your team members can participate in shared decision making

Overarching goal

Boost morale and improve productivity through constructive criticism and feed

Domain 5

Collaborative Leadership

? What is meant by Collaborative Leadership?
Collaborative leadership is:

1. a management practice in which members of a leadership team work together across sectors to make sound decisions and keep their organization thriving.

2. Collaborative leadership centers on teamwork and cooperation.

Within collaborative or shared leadership professionals:

1. Support the choice of leaders depending on the context of the situation.

2. Assume shared accountability for the processes chosen to achieve outcomes.

💡 In collaborative leadership, leaders should be facilitators rather than authoritative figures.

Next

Activity 4: (Reflective Question)

The case scenario actually included a multiplicity of bad practices that pinpoint to poor leadership and management. List all those down. How could this death event have been prevented? If you are in a leadership position what would you do to rectify the system in that hospital ?

In the box below write down all your thoughts. Then submit.

Submit

Republic of Rwanda
Ministry of Health

Activity 4:

The case s...
multiplicity
pinpoint t...
managemen...
could this
prevented?...
position wh...
the system i...

. Then submit.

This is a good example of poor collaborative leadership. There is no shared responsibility or commitment and there is no evidence that there is a strong professional relationship between the surgeons or team members that has been built, so that they would cover each other when on leave. The management and the doctors are working in silos and there is clear lack of coordination between the surgeons.

The urgency of the case was neither taken seriously nor clearly communicated. Clear Communication is one of the key actions of collaborative leaders.

The Director General failed also to motivate with positivity. Sending the vehicle seems not to have been the right incentive for the surgeon. He needs to know his team better, and know how to motivate them in the right way.

Additionally, the Director General allowed a situation to unfold, where there is no surgeon on premises and on duty. He failed to solve the problem, which led to a delay in the surgery and ultimately to the death event. Not being able to solve problems effectively and in a timely manner is a sign of poor leadership.

Proceed

Submit

VI. 6 Interprofessional Conflict Resolution

Why might there be conflict in healthcare settings? How can conflict resolution be achieved?

Why?

Health professionals actively engage on a daily basis with others, including beneficiaries.

Health institutions include a web of relationships→ misunderstanding/ miscommunication/ over expectations…….

How?

Following the procedures for conflict resolution

► *Valuing the potential positive nature of conflict*

► *Recognizing the potential for conflict to occur and taking constructive steps to address it*

VII. ASSESSMENT

UPLOAD THE CERTIFICATE FOR LICENCE RENEWAL

Certificate text:

Republic of Rwanda
Ministry of Health

Ministry of Health eLearning

CERTIFICATE AWARDED TO:

Thadee Vuguziga

for having successfully completed the course

"Medical ethics and IPC"

CPD Credits:25
Completed on : 9 March 2024

Dr. Menelas Nkeshimana
Head of Department of Health Workforce
Development
Ministry of Health

Renewal of license form:

Renewal of licens
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First Name *
Date of birth
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Working Place
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Credits
Nationality *
Cost

Please provide be   proof of payment and any other supporting documents for the application.

Documents   Choose File No file chosen   Add

Send request   Close

Online Services

- International Organization for Women Development Course **Guide to access the course**
- Medical Certification of Cause of Death (MCCoD) and ICD 10 coding **Guide to access the course**
- Ministry of Health E-learning System
- Online course on leadership management & governance (LMG) in health systems strengthening
- Medscape
- BMJ Learning
- FreeCME
- RMA in collaboration with WCEA bring CPD platform and mobile app with FREE COVID-19 resources

CPD **CPD online logbook** for recording progressively individual CPD Credits.

- License Renewal
- Certificate of status

X Post

For further clarifications....

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THANK YOU
ZIKOMO