

**Appendix A: Guiding Questions and Materials used in the Interprofessional
Communication and Collaboration Meeting**

Group A: Design and Implementation

Group Activities	Key Considerations
Breakout Session 1	<input type="checkbox"/> What are the important principles for an improved communication / collaboration system? <input type="checkbox"/> Consider from all perspective including front line clinicians, administrators, and patients. <input type="checkbox"/> <i>Please rank design principles.</i>
Breakout Session 2	<input type="checkbox"/> Based on the principles, please describe what the design of an optimal communication/collaboration system should look like. <input type="checkbox"/> Please run through scenario A. Supplement with further scenario details to illustrate important aspects of the design. <ul style="list-style-type: none"> <input type="checkbox"/> How can we make the development of this system happen? <input type="checkbox"/> Consider what should be done to raise the interest? <input type="checkbox"/> Consider who should be our partners to build it.

Case Study

Instructions: Please consider communication from the perspectives of the patient, resident, nurses, and other clinicians. Please consider not just channels of communication but also how people determine *who* to call.

Patient A on ward is having new severe abdominal pain 8/10 for the last 2 hours. Vitals are stable. **Nurse B** needs to communicate urgently with most responsible resident. Most responsible **resident C** is on another ward assessing **patient D** in isolation. **Resident C** will indicate they will be up in about 15 minutes to assess.

Resident C finishes assessment of **Patient D** who was admitted with pneumonia, heart failure and dementia. Family wants to bring patient home today even though she is not at her baseline but they want to respect patient’s wishes to go home. The planned discharge date discussed in morning rounds had been at least 3 days from today. Patient and family

needs to be seen by *pharmacy, CCAC (community nursing care coordinator), social worker, physiotherapy and occupational therapy* to have a safe discharge. Please indicate how the system would facilitate this communication and discharge.

Resident C then goes into a critical family meeting to break bad news about a new cancer diagnosis with a patient and his family. Five minutes later, **Patient E** then complains of a new episode of angina and dyspnea. He is assessed by **Nurse F** who has found him to be tachycardic but otherwise he has stable vitals. Please indicate how this communication will be resolved.

Group B: Research and Evaluation

Group Activities	Key Considerations
Breakout Session 1	<ul style="list-style-type: none"> <input type="checkbox"/> Please identify the current research gaps in designing an improved communication and collaboration system. <input type="checkbox"/> Consider whether we asking the correct question. <input type="checkbox"/> Is there a framework we should be using? <input type="checkbox"/> What methodologies should we be using? <input type="checkbox"/> Which theories of communication would further inform this work? <input type="checkbox"/> <i>Please rank research gaps in terms of impact and difficulty.</i>
Breakout Session 2	<ul style="list-style-type: none"> <input type="checkbox"/> Assume an improved clinical communication and collaboration system will be implemented. <input type="checkbox"/> Please describe how to evaluate the improved system. Possible outcomes could include on quality of care, patient safety, costs, workload. <input type="checkbox"/> What are our next steps to lead research internationally? <input type="checkbox"/> Describe 3 projects and possible funding sources

