

Keeping You Informed

Effective Collaboration in Health Care

What's happening?

- When medical staff are trying to provide the best care, **sometimes they can overpromise** on the level of care staff in other disciplines can provide.
- **There have been instances where promises have been made without a complete understanding of the limitations of a system**, or the intricate processes involved in obtaining certain services, recently in our hospital.
- **Effective communication and collaboration are crucial** when caring for multiple patients. It's important to understand each provider's capabilities to build trust and teamwork.
- **As health care providers, we need to avoid making unrealistic promises about what other disciplines can deliver**, as this can cause harm and erode trust between disciplines and patients and their families.

How this may affect you?

- **When referring to another profession, be mindful** when describing their role and what is within their power to achieve.
- **Please avoid making assumptions and promises** about the level of care other departments or professionals can deliver.
- **Instead, let patients and families know that other professions are experts in their areas** and will be able to answer questions about the future of their care.

Questions?

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