

**COMPLEX CARE TEAM – Objectives July 1, 2014 – June 30, 2015**

**COMMUNICATOR**

1. Effectively communicate and establish rapport with families and patients.
2. Provide accurate and concise oral and written information to other health professionals.
3. Appreciate the importance of cultural, social and developmental barriers while communicating with patients and families.
4. Understand the crucial role the patient's primary care physician plays not only during the hospitalization, but also after discharge, and communicate with them on a regular basis.
5. Learn to share and convey favourable and unfavourable information to patients, families, and the health care team both at the bedside and in more structured settings like rounds and family meetings.

**COLLABORATOR**

1. Understand the roles and appropriately involve relevant members of the Complex Care team including Nursing, Social Work, Respiratory Therapy, Dietitians, Nurse Practitioners, Physiotherapy, Occupational Therapy, Speech, Child Life, and Community Care Access Centre.
2. Work together with fellow team members to ensure sharing of responsibility and workload in a pleasant and collegial working environment.
3. Be able to coordinate care involving many different medical and allied health professionals.
4. Be able to coordinate safe and efficient discharges of medically complex patients, involving and communicating with families, other caregivers, community pediatricians and family physicians, subspecialists, and if needed child protection agencies.

## **SCHOLAR**

### **Self-directed Learning**

1. Develop individualized complex care learning objectives based on specific interests, needs, and learning style with a concrete plan to address objectives during rotation.
2. Demonstrate consistent and reflective self-assessment with internal prompts for improving performance.

### **Evidence Gathering**

1. Demonstrate consistent effort to read around complex patients seen on wards and in clinic.
2. Effectively utilize a variety of evidence based resources to guide clinical discussion and care.

## **MANAGER**

1. Demonstrate efficient organization of patient care responsibilities, while actively triaging problems on a daily basis.
2. Order appropriate investigations and follow up with results in a timely fashion.
3. Able to manage patient workload and attend team teaching sessions/rounds.
4. Manage the timely admission and discharge of patients.

## **HEALTH ADVOCATE**

1. Demonstrate health prevention skills, including promotion of safety at home during feeding/sleeping, in schools, during transit, especially in children with technology dependency.
2. Be a resource for families' access to community services, educational resources, and provincial/community funding programs.

## **PROFESSIONAL**

1. Develop trusting therapeutic relationships with children and their families, as well as supportive relationships with other members of the health care team.
2. Demonstrate appropriate professional behaviours in practice, including honesty, integrity, commitment, compassion, and respect.
3. Demonstrate appropriate attitudes with respect to gender, culture and ethnicity.
4. Balance personal and professional priorities to ensure personal health and commitment to professional obligations.

## **MEDICAL EXPERT**

1. Has an understanding of the problems and conditions faced by chronic complex patients, from both physiological and psychosocial standpoints.
2. Derive a thorough, relevant history from a complex care patient and prioritize an accurate problem list.
3. Perform an accurate and focused physical exam relevant to the patient's presentation; elicit relevant physical findings in a caring and time sensitive fashion.
4. Demonstrate appropriate use of investigations and consultations.
5. Understand unique nutritional, respiratory, developmental and educational needs of children with medical complexity and technology dependency.
6. Demonstrate proficiency in insertion of nasogastric feeding tubes and replacement of fallen G-tubes. Understand the technique of tracheostomy change.
7. Understand the principles of palliative care medicine and implementation of a POST in a complex care patient.