

# Standards of Practice

# Collaborative Practice



## Standard

The physiotherapist promotes **collaborative practice** with **clients**, health-care team members, and other stakeholders to support the delivery of integrated, **quality**, client-centered care.

## Expected outcome

Clients can expect that the physiotherapist collaborates effectively with others to promote integrated client-centered care.

## Performance expectations

The physiotherapist:

- Inquires about situations where patients may be receiving or considering **concurrent treatment** from another health-care practitioner for the same or a related problem.
- Works collaboratively with clients, health-care team members, and other stakeholders to promote shared decision-making and integrated care.
- Clearly explains funding implications of concurrent treatment to the client.
- Uses shared leadership and conflict resolution strategies to resolve or accept differences and optimize effective team collaboration.
- Communicates effectively, obtaining **informed consent** and maintaining **confidentiality** with clients, team members, and other stakeholders at all times.
- Shares information with clients, team members, and other stakeholders about the roles and responsibilities of physiotherapists in client-centered care.
- Consults with/refers to the appropriate team member when aspects of clients' goals are best addressed by another provider.
- Communicates effectively with clients, team members, and other stakeholders to facilitate collaboration and coordinate care.
- Participates in concurrent treatment of the same condition when approaches are **complementary**, of benefit to clients, and an appropriate use of human/financial resources.
- Discontinues concurrent treatment when **physiotherapy services** represent a duplication of treatment.
- Identifies, documents, communicates and manages risks of concurrent treatment of the same condition OR discontinues concurrent services and documents when approaches conflict, there is inefficient use of resources, and/or the risks outweigh the benefits to clients.
- Communicates the decision to decline or discontinue concurrent treatment to the client providing their rationale for the decision and documents this discussion.
- Treats clients, health-care team members, and other stakeholders with dignity and respect at all times.

**Clients** are recipients of physiotherapy services, and may be individuals, families, groups, organizations, communities, or populations. An individual client may also be referred to as a patient. In some circumstances, clients/patients may be represented by their substitute decision-makers.

**Collaborative practice** refers to "the process of developing and maintaining effective interprofessional working relationships with learners, practitioners, patients/families, and communities to enable optimal health outcomes. Elements of collaboration include respect, trust, shared decision making, and partnerships."

**Complementary** refers to "use of two things when each adds something to the other or helps to make the other better, going together well, working well together."

**Concurrent treatment** refers to "the circumstance where more than one health professional (provider) is administering or applying remedies, including medical, surgical or other therapies, to a patient for the same or related disease or injury."

**Confidentiality** "is the assurance that certain information that may include a subject's identity, health, behavior, or lifestyle information, or a sponsor's proprietary information would not be disclosed without permission from the subject (or sponsor)."

**Informed consent** refers to "receiving client or their legally authorized representative's permission to proceed with an agreed course of physiotherapy service. Consent may be revoked at any time...Consent can be written or oral, and may be expressed or implied. Having a written consent form does not mean there is informed consent. Informed consent involves ongoing communication between the parties involved."

**Physiotherapy services** are "services provided by or under the direction of a physiotherapist. This includes client assessment and intervention, and related communication with and reporting to various parties for the purposes of delivering patient care."

**Quality** of health-care services refers to the "acceptability, accessibility, appropriateness, effectiveness, efficiency, and safety" of the services provided.

## Related Standards

- Client Assessment, Diagnosis, Interventions
- Client-Centered Care
- Communication
- Consent
- Documentation and Record Keeping
- Privacy/Confidentiality
- Professional Boundaries