

Discussion Guide

Interdepartmental Meetings



Patient Overlap:

- Who are our shared patients?
- How do they come to access our shared services?
- Is this the best way? What could better look like?
- Where do these patients fall through the cracks?

Workflow:

- Think about some scenarios when we work together. What do the step-by-step workflows look like for each of those? Do they make sense? How can we improve them?
- How 'patient-centred' is our shared care? How can we improve that?
- How can we extend the shared care we provide? What could that look like?
- How do other teams or care providers fit into our shared workflows?

Creating efficiencies:

- When we work together, what takes the most time? How can we reduce this?
- What steps have been missed in the past? How can we integrate those better into our shared work?
- Are we all working to top of scope? Are there other people we need to bring in to support our shared work?

Best Practices and Protocols:

- What's important for us to have as shared expectations or protocols?
- Think about a time when we worked really well together. What made it so successful? Can we recreate those elements each time we join forces?
- How about a time when things weren't so smooth. What would have helped make that better?
- What are key strategies or factors we should all keep in mind in the heat of the moment?