

SCRIPT

Objective

The SCRIPT (Structuring Communication Relationships for Interprofessional Teamwork to achieve Interprofessional Education for Collaborative Patient-Centred Care) Programme's goal is to transform clinical teaching units across the Toronto Academic Health Sciences Network (TAHSN) into interprofessional, collaborative, patient-centred practice settings.

Project Approach

The SCRIPT Programme involves three clinical settings each representing key paths along which patients travel while receiving care: Primary Care, General Internal Medicine (GIM), and Rehabilitation Care.

1. The Primary Care arm of the SCRIPT Programme focuses on IPC in urban academic family practice clinics. The study entails an observational needs assessment of interprofessional communication and collaboration among all staff in the clinics and the implementation of an IPC intervention in one family practice clinic.
2. The General Internal Medicine (GIM) arm of the SCRIPT Programme focuses on interprofessional communications in a GIM context. There are three phases to this project: Phase I, qualitative data collection and the development of an IPC intervention, Phase II, a pilot test of the intervention, and Phase III, a cluster randomized controlled trial and evaluation of the intervention.
3. The SCRIPT Programme Rehabilitation Care Team is investigating the state of IPC in rehabilitation care. This study encompasses an observational needs assessment of IPC in three inpatient rehabilitation care settings, and a pilot study of an IPC intervention in one rehabilitation setting.

Results

Preliminary data analysis finds that interprofessional collaboration looks different within the Primary Care, GIM, and Rehabilitation Care settings. There is no such thing as a "one size fits all" IPC intervention. Researchers need to gain a full understanding of the state of collaboration within a specific clinical setting and to contextually derive an intervention specific to what is found.

"Since SCRIPT has been in the family medicine clinic, I have noticed a big change in how people interact with each other. Before SCRIPT, people didn't really see each other as people. They saw each other as a "doctor" or a "nurse" and forgot about the human side. Now, they go beyond the job title and communicate with each other with more respect. Because of SCRIPT, they see each other as people now and that's a big change."

Conclusion

SCRIPT is the first multi-faculty, multi-institution partnership research grant undertaken at TAHSN. Having completed the second of its three years, the Programme has revealed much about the state of IPC within TAHSN sites, the barriers to – and the facilitators of – implementing IPE within various sites and clinical settings, and the complexities of navigating the administrative structures within TAHSN institutions.

Resources

www.ipe.utoronto.ca/SCRIPT/

- The SCRIPT Research Team. (2007). Structuring Communication Relationships for Interprofessional Teamwork (SCRIPT): a Canadian initiative aimed at improving patient-centred care. [Journal of Interprofessional Care](#) Vol 21(1), 1-4.
- Health Human Resource Strategies Division of the Health Policy Directorate of Health Canada (2006). [Research team examines communication and its relationship to patient-centred care](#). Health Human Resources Connection (Issue 2, pp. 7-9).