A Competency-based Initiative to Prepare Graduates for Team-Based Veterinary Care

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Task Force on Team-Based Veterinary Healthcare - TF TBVH

Charge

- To offer recommendations to enhance educational programs related to team-based veterinary healthcare
  - The interaction between veterinarians and veterinary nurses/technicians
  - Relationships between members of the entire healthcare team

- To adopt a comprehensive, systems-based approach that considers the culture of the healthcare delivery setting

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Task Force Members

- Jeffrey Wichtel (Chair), University of Guelph, Ontario Veterinary College
- Jason Coe, University of Guelph, Ontario Veterinary College
- Julie Dugmore, Royal College of Veterinary Surgeons
- Tricia Gorham, AVTE and AVMA-CVTEA Board member
- Wayne Jensen, Colorado State University, College of Veterinary Medicine and Biomedical Sciences
- Tim Kolb, American Association of Veterinary State Boards
- Paula Parker, American Veterinary Medical Association
- Kathleen Salisbury, Purdue University, College of Veterinary Medicine
- Ashli Rene Selke, National Association of Veterinary Technicians in America
- Jennifer Serling, Association of Veterinary Technician Educators
- Emily Verwers, University of Illinois, College of Veterinary Medicine

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What is CBVE and CBVTE?

Competency-Based Education

- Professional Outcomes
- Sequenced Progression
- Competency-focused Instruction
- Programmatic Assessment

CBVE

CBVTE

Definition of Team-Based Veterinary Healthcare

Team-Based Veterinary Healthcare delivers context-appropriate care where all care team members, <u>including the client</u>, possess and act on a common understanding of the goals and shared responsibilities supporting <u>quality patient care</u>. This is achieved through the coordinated provision of services and support from multiple roles, working together in collaboration with the <u>client</u> while creating a <u>supportive and psychologically safe work environment</u>.

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Definition of Team-Based Veterinary Healthcare
Characterizing the Activity

Team-Based Veterinary Healthcare delivers context-appropriate care where all care team members, including the client, possess and act on a **common understanding** of the **goals** and **shared responsibilities** supporting quality patient care. This is achieved through the **coordinated** provision of services and support from **multiple roles**, working together in **collaboration** with the client while creating a supportive and psychologically safe work environment.

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Development of TBVH Competencies for Day One Graduates

Stage 1:

- Collated competencies from existing frameworks

- Established consensus on competencies

- Streamlined competencies

Stage 2:

- Integrated feedback from the AAVMC community

- Aligned competencies to complement the current CBVE Framework

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Stage 1 of TBVH Competency Development

92 competencies in 7 domains taken or adapted from:

- Interprofessional Education Collaborative (IPEC)

- Canadian Interprofessional Health Collaborative (CIHC)

- World Health Organization Framework for Action on Interprofessional Education and Collaborative Practice (WHO)

- North American Essential Competency Profile for Veterinary Medicine (NAECPVM)

- American Association of Medical Colleges Physician Competencies (AAMC)

- CanMEDS Physician Competency Framework (CanMEDS)

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Stage 1 of TBVH Competency Development

Used a modified Delphi technique with the Task Force to establish consensus on competencies

- 2 rounds of focus groups and anonymous surveys
  - Identified important competencies
  - Identified missing competencies
  - Refined wording of competencies

Streamlined competencies by collapsing overlapping competencies

- Resulted in 59 competencies in 7 domains

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Stage 2 of TBVH Competency Development

Conducted survey with AAVMC and outside stakeholders including VT programs to gather external input

- Revised competencies based on survey feedback and overlap/duplication with CBVE competencies
- Resulted in 19 competencies in 6 domains

Aligned competencies to complement the CBVE Framework

- Considered integrating as sub-competencies of the CBVE
- Opted to keep the 19 TBVH competencies as complementary but separate for now
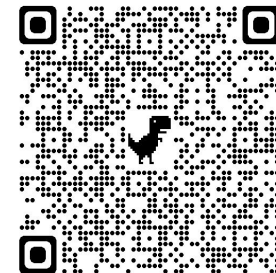
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TBVH Competencies

Domain 1 — • **Clinical Reasoning and Decision-Making**

Domain 2 — • Individual Animal Care and Management

Domain 3 — • Animal Population Care and Management

Domain 4 — • **Public Health**

Domain 5 — • **Communication**

Domain 6 — • **Collaboration**

Domain 7 — • **Professionalism and Professional Identity**

Domain 8 — • **Financial and Practice Management**

Domain 9 — • Scholarship

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Team-Based Veterinary Healthcare Competencies
AAVMC Task Force on Team-Based Veterinary Healthcare
4-3-2024

Domain 1: Clinical Reasoning and Decision-making
Recognizes the team's limitations in skills, knowledge, and abilities.

Domain 4: Public Health
Contributes to risk management, including anticipation, recognition, and prevention of risks to animals, people, and the environment during the delivery of team-based veterinary care.

Domain 5: Communication
Utilizes communication tools, including information systems and communication technologies, to facilitate discussions and interactions that enhance veterinary team function.

Communicates with team members and clients to enhance participation in decision-making.

Facilitates context-appropriate discussions to address difficult situations and resolve conflict within the veterinary team.

Domain 6: Collaboration
Recognizes and integrates the full scope of knowledge, skills, and abilities of all veterinary team members to provide care that is safe, timely, efficient, and effective.

Seeks and acknowledges input from other team members to include diverse perspectives.

Collaborates with care team members to optimize individual and population level animal health.

Models collaborative, team-oriented care delivery when delegating or being delegated duties and accountabilities.

Identifies situations that may lead to conflict within a team and addresses or seeks support to avoid or de-escalate conflict, as appropriate.

Flexibly assumes leadership or followership roles within the veterinary team, as appropriate to experience, skills, team composition, and situation.

Ensures clarity with respect to each team member's responsibility in executing components of a task.

Provides constructive and timely feedback to refine the delivery of team-based care.

Contributes to continuous improvement of team functioning by engaging in and acting on formal and informal reflection.

Works with all members of the veterinary team to establish and maintain a climate of mutual respect, dignity, ethical integrity, and trust.

Domain 7: Professionalism and Professional Identity
Recognizes biases of self and others and strives to minimize their impact on the delivery of team-based veterinary healthcare.

Pursues learning and improvement opportunities for themselves and all team members to drive continuous improvement in team function and practice success, acknowledging relevant scope of practice regulations.

Recognizes and acknowledges signs and sources of workplace stress within the veterinary team.

Domain 8: Financial and Practice Management
Monitors team performance to support individual and practice success.

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TBVH Competencies
Supportive and psychologically safe work environment

Domain 6: Collaboration
Identifies situations that may lead to **conflict** within a team and addresses or seeks support to avoid or de-escalate conflict, as appropriate.
Provides constructive and timely **feedback** to refine the delivery of team-based care.
Contributes to continuous improvement of team functioning by engaging in and acting on formal and informal **reflection**.
Works with all members of the veterinary team to establish and maintain a **climate** of mutual respect, dignity, ethical integrity, and trust.
Domain 7: Professionalism and Professional Identity
Pursues **learning and improvement** opportunities for themselves and all team members to drive continuous improvement in team function and practice success, acknowledging relevant **scope of practice** regulations.
Recognizes and acknowledges signs and sources of **workplace stress** within the veterinary team.

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TBVH Competencies
Common understanding, coordination, collaboration

| |
|---|
| **Domain 1: Clinical Reasoning and Decision Making** |
| Recognizes the team's **limitations** in skills, knowledge, and abilities. |
| **Domain 4: Public Health** |
| Contributes to **risk management**, including anticipation, recognition, and prevention of risks to animals, people, and the environment during the delivery of team-based veterinary care. |
| **Domain 6: Collaboration** |
| Recognizes and integrates the full scope of **knowledge, skills,** and **abilities** of all veterinary team members to provide care that is safe, timely, efficient, and effective. |
| Models collaborative, team-oriented care delivery when **delegating** or **being delegated** duties and accountabilities. |
| Flexibly assumes **leadership** or **followership** roles within the veterinary team, as appropriate to experience, skills, team composition, and situation. |
| Ensures **clarity** with respect to each team member's responsibility in executing components of a task. |

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TBVH Education Solutions Taskforce

- Core working group and an Advisory Council
  - Veterinary Nursing/Technology Programs, Doctor of Veterinary Medicine Programs, Industry, State VMAs, NAVTA, practicing professionals
- Formed in 2023
  - Interested in creating an educational resource that ultimately prepares DVM students to fully utilize and better support their VN/VTs.

o Quickly became connected to AAVMC and their TBVH initiative

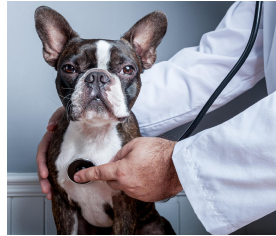| Analyze | Design | Development | Implementation | Evaluation |

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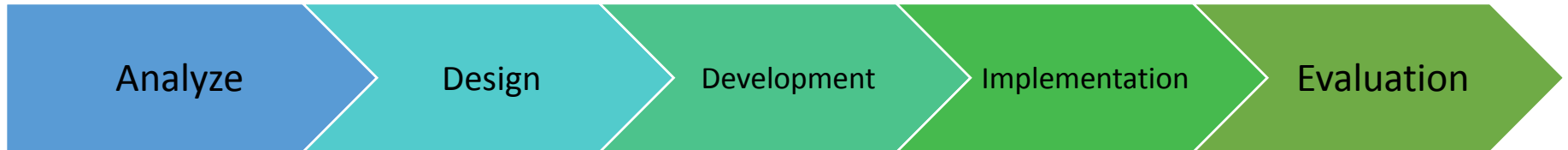
TBVH Education Solutions Taskforce

Education and Credentialing

100% Complete

Delegation/Utilization

100% Complete

Communication

100% Complete

Trust

100% Complete

Advocacy

100% Complete

Financial/ Compensation

100% Complete

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TBVH Education Solutions Taskforce

Team-Based Veterinary Healthcare Competencies
AAVMC Task Force on Team-Based Veterinary Healthcare
4-3-2024

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Series Content Topics

1. Education and Credentialing
2. Delegation/Utilization
3. Communication
4. Trust
5. Advocacy
6. Financial/Compensation

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TBVH Education Solutions Taskforce

NEXT STEPS

- Finalizing a summary document to present to instructional designers
    - Secure their collaboration in developing the pilot for the inaugural module

- Development of subsequent modules in the series
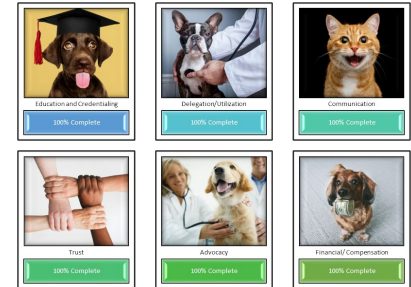
Next Steps

- Association of Veterinary Technician Educators (AVTE) 2024 Conference, July 2024 (Jen Serling, AVTE)
  - Incorporate feedback
- Interim report to the AAVMC and AVTE communities

- Explore options for piloting within volunteer DVM and VT programs
  - How are these competencies best taught and assessed?
  - How do these competencies complement and integrate (or not) with other frameworks?
  - How valuable are these competencies for transition into the workplace?

- Do you include any of these competencies in your program or would you be interested in doing so?

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