

# Supporting Interprofessional Collaborative Practice in Family Care Teams in Newfoundland and Labrador

## Objective

To describe uptake of the Family Care Team Resource Hub in Newfoundland and Labrador (NL).

## Practice Points

1. A Family Care Team is an interprofessional group of health care providers who provide longitudinal, comprehensive, person-centered care to individuals in a region.
2. On 3 Nov 2023 the Department of Health and Community Services (HCS) released Family Care Teams: A Health Policy Framework for NL (<https://www.gov.nl.ca/hcs/files/2023-Family-Care-Teams-A-Health-Policy-Framework-for-NL.pdf>) which sets the policy direction for Family Care Teams in the province.
3. One of the key attributes of Family Care Teams described in the framework is interprofessional collaboration (IPC), the process of problem-solving, sharing responsibility for decision-making, and delivering a care plan while working towards a common goal.
4. Memorial University (Quality of Care NL, the Office of Professional and Educational Development, and Centre for Collaborative Health Professional Education in the Faculty of Medicine) partnered with HCS in a three-year project to develop a Resource Hub. This supports IPC by providing learning and educational resources to Family Care Team health care providers and staff. It is available to all primary health care providers.
5. The Resource Hub includes a website with education materials and a feedback mechanism, webinars, and a training program to support IPC.

## Methods

1. A comprehensive needs assessment was carried out from Jun–Nov 2023 to explore the education, resource, and training needs of Family Care Teams to support IPC in primary health care (see Practice Points Volume 11: July 2024, page 24).
2. Needs assessment results and Family Care Teams: A Health Policy Framework for NL were foundational to the development and implementation of supports and resources for Family Care Teams, and any health care providers working in teams, to enhance IPC.

Table 1. Timeline of Resource Hub Implementation

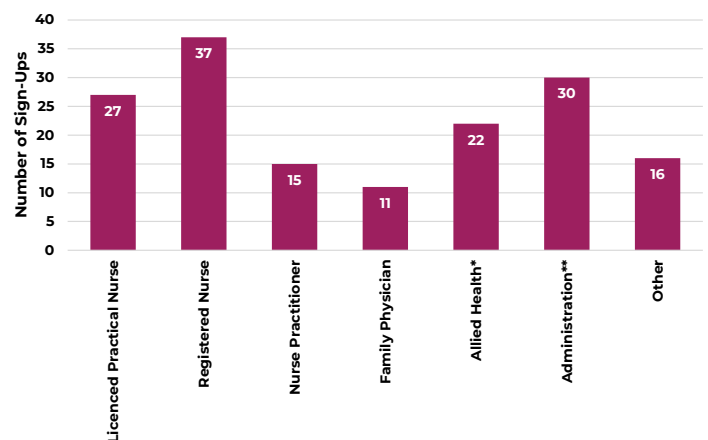
Resource Hub Supports for IPC	Launch Date
Website: <a href="http://www.familycareteamsnl.ca">www.familycareteamsnl.ca</a>	13 Dec 2023
Family Care Teams Webinar Series	7 Feb 2024
Training Program: Family Care Team Foundations	20 Dec 2024*

\*Module 1 was soft launched in Dec 2024

## Results

### Website

- The Resource Hub website includes open-sourced resources curated to provide learning and learning events designed to support health care providers in IPC.
- It features a feedback form for users to suggest additional supports, as well as a sign-up form to receive email updates directly from the Resource Hub on new resources, upcoming events, and newly released Foundations training modules.



\*Allied Health includes occupational therapists, physiotherapists, pharmacists, social workers, recreation therapists, dietitians.

\*\*Administration includes directors, managers, consultants.

Figure 1. Resource Hub Email List Sign-Ups by Profession

- As of 31 Aug 2025, 158 people signed up to receive emails from the Resource Hub. 78 of them work in a Family Care Team. This represents approximately 26% of providers and staff working in Family Care Teams at that time.

## Webinar Series

- The webinar series is a set of monthly one-hour webinars designed to support Family Care Team members in building effective teamwork and delivering seamless collaborative care. All health care professionals working in NL are welcome and encouraged to participate. Topics are informed by needs assessment findings and by feedback provided through post-webinar evaluation surveys.

**Table 2. Family Care Team Webinar Series Attendance**

Webinar Title	Number of Attendees
A Health Policy Framework	82
Effective Teamwork – A Primer	86
Interprofessional Collaboration	61
Effective Communication and Aligning Teams for Performance	35
Resources Available to Support Collaborative Practice in NL's Family Care Teams	50
Bridging Health and Community – The Role of Family Care Teams in Addressing Social Determinants of Health	50
Enhancing Patient Care Across NL: Strategic Health Network for Primary Health Care	21
Social Prescribing in Family Care Teams	36
Needs-based Planning for Family Care Teams	25

**Table 2 continued**

Screening, Identification and Management of Chronic Disease in Family Care Teams	53
Integrating Concepts of Trauma-Informed Care in Family Care Teams	26
Family Care Teams and the Vision for Integrated Older Adult Care in NL	26

- In a focus group in Jul 2025, Family Care Team managers cited the webinar series as one of the most beneficial elements of the Resource Hub for teams, particularly valuing the recordings available on the Resource Hub as competing priorities can make attendance challenging.
- Webinar recordings received 303 views on the Resource Hub.
- Qualitative and quantitative feedback via webinar evaluation surveys about webinar content and presenters has been tremendously positive.
- Following the Effective Teamwork – A Primer webinar, one attendee commented: *“we need more webinars like this about teamwork.”*
- Following the Interprofessional Collaboration webinar, one attendee commented: *“Relates to everything that I'm actually working with the Family Care Team.”*
- Following The Role of Family Care Teams in Addressing Social Determinants of Health webinar, one attendee commented: *“Provided information I wasn't aware of. New role of social navigator is exciting.”*
- Following the Social Prescribing in Family Care Teams webinar, one attendee commented: *“Informative and very interesting. Nice to see how it applies to my CDM [Chronic Disease Management] position.”*
- Following the Chronic Disease Management webinar, one attendee commented: *“Very good information about the breast screening program, explaining the reason they expanded the screening program to 40. Very useful in my area of work with the FCT.”*

## Family Care Team Foundations

- The Foundations training program is a series of online, self-paced modules and workshops that aims to build and support IPC in Family Care Teams working in NL. It is accessible on the Resource Hub website.
- The recommended, though not required, pathway through Foundations follows a staged model of team development: Forming, Storming, Norming, and Performing.
- Modules and workshops continue to be added to the Resource Hub website as they are developed.

**Table 3. Family Care Team Foundations Uptake as of 31 Aug 2025**

Module Name	Available	Number of Registrations	Number of Completions
Module 1: Family Care Teams Foundations: Introduction to Interprofessional Collaborative Practice*	20 Dec 2024	40	23
Module 2: Family Care Teams Foundations: Social Dimensions of Primary Care-	14 Jan 2025	33	16
Module 3: Professional Roles and Scopes of Practice	15 Apr 2025	12	9
Module 4. Governance and Leadership	28 Jul 2025	7	6

\*Module 1 was soft launched in Dec 2024. Communication about its availability was launched in Jan 2025.

- Approximately 67% of people registered for Foundations modules are currently working in Family Care Teams.

## Conclusions

1. The province remains committed to investing in team-based primary health care in the Family Care Team model.
2. The Resource Hub serves as a valuable tool for Family Care Teams and other health care providers to deepen their understanding of IPC.
3. As of 31 Aug 2025, 8,909 users visited the Resource Hub. However, limitations in user data make it difficult to determine how many of these users are affiliated with Family Care Teams in NL.
4. Email sign-ups and Foundations module registrations suggest active engagement with the Resource Hub from both current Family Care Team members and non-members.
5. As Family Care Teams continue to evolve, the Resource Hub will remain a key resource, supporting teams at all stages of development and implementation.
6. With 26% of Family Care Team members signed up to receive emails from the Resource Hub, continuous promotion of the Resource Hub to Family Care Team providers and staff is essential, particularly as new team members join, to ensure broader awareness and engagement.
7. The Resource Hub project team, in collaboration with partners, is drafting a sustainability plan to extend the initiative beyond the project's scheduled end date in Mar 2026,