### Appendix 3. Section of matrix of change objectives on enhancing collaboration of professionals

<table>
<thead>
<tr>
<th>Professional...</th>
<th>Attitudes and Beliefs</th>
<th>Knowledge</th>
<th>Skills</th>
<th>Accessibility</th>
</tr>
</thead>
</table>
| PO.2. Communicates with other professionals involved | AB.2.a. Describes that a single discipline is not able to meet all the healthcare and well-being related needs of a particular frail older person  
AB.2.b. Expresses the conviction that communicating with other professionals involved improves the quality of care delivered  
AB.2.c. Expresses respect for, and trust in the other professionals involved  
AB.2.d. Expresses the conviction that the involvement of other professionals improves the care provided to, and the well-being of frail older people | K.2.a. States that teams that are not collaborating produce worse health outcomes in frail older people, and lower satisfaction by clients and professionals at increased costs  
K.2.b. States that problems in communication lead to adverse outcomes for frail older people  
K.2.c. Describes which professionals are involved in the care of a particular frail older person  
K.2.d. Describes how and when other professionals involved can be contacted | S.2.a. Demonstrates ability to collaborate  
S.2.b. Demonstrates ability to access available database for the up-to-date address and telephone numbers of other professionals involved  
S.2.c. Demonstrates ability to keep own address and telephone number in database up-to-date  
S.2.d. Demonstrates using different methods for communication | A.2. Other professionals involved are available for consultation |
| PO. 2.1. Communicates regularly and effectively | AB.2.1. Expresses the conviction that the benefits of communication outweigh the time investments required for communication | K.2.1.a. States that communication improves by having regular face-to-face contact  
K.2.1.b. States that better communication leads to better health outcomes for frail older people | S.2.1.a. Demonstrates the ability to listen and to provide own perspective  
S.2.1.b. Demonstrates the ability to negotiate in case of disagreements and to reach consensus  
S.2.1.c. Demonstrates the ability to adjust language to the person spoken to | A.2.1. Other professionals involved are available for consultation |
<table>
<thead>
<tr>
<th>PO.2.2. Discusses the sharing of roles and responsibilities with other professionals involved</th>
<th>AB.2.2.a. Expresses the importance of clarity about the allocation of tasks</th>
<th>K.2.2.a. Describes the roles, skills and expertise of other disciplines involved</th>
<th>S.2.2.a. Demonstrates the ability to discuss the sharing of roles and responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO.2.3. Asks other professionals what their treatment goals are and discusses own treatment goals</td>
<td>AB.2.3. Describes the goals other professionals have as important</td>
<td>K.2.3. States the treatment goals other professionals involved have</td>
<td>S.2.3. Demonstrates the ability to write down own care goals in database</td>
</tr>
<tr>
<td>A.2.2. Other professionals involved are available for consultation</td>
<td>A.2.3. Other professionals involved are available for consultation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>