

Becoming a Team

Interprofessional Training
For High Performing Teams

"...the provision of health services to individuals, families, and/or their communities by at least two health providers who work collaboratively with patients and their caregivers – to the extent preferred by each patient - to accomplish shared goals within and across settings to achieve coordinated, high-quality care."

Team-based care defined by the National Academy of Medicine

Team Based Care

- Two or more professionals within or across care settings in healthcare are trained together in all or part of their professional training.
- Training results in collaboration: Learn about, from & with each other.
- Creates a holistic approach to shared goals.
- Aids in the break down of silos and barriers.

Interprofessional Training

In other words.....

In the same room.....

Discussing the same workflow.....

Using the same educational resources.

Learn About, From & With Each Other



*Builds
Teamwork*

*Creates
Effective
Collaboration*

*Increases Role
Understanding*

*Breaks
Through
Barriers*

*Gains Mutual
Respect*

*Creates
Shared Goals*

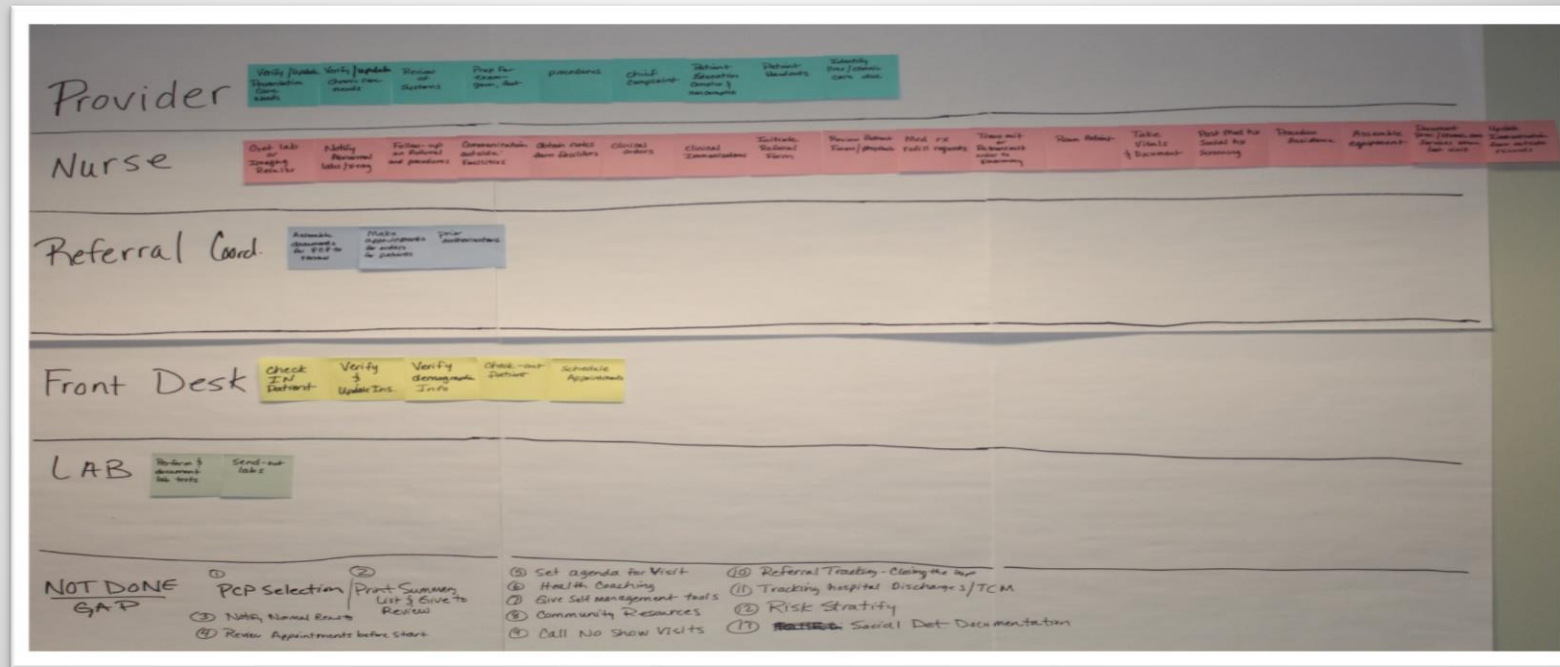
**Improved
Outcomes**

Interprofessional Training Value



The Office, NBC <https://www.nbc.com/the-office>

Using a Swim Lane For Role Identification

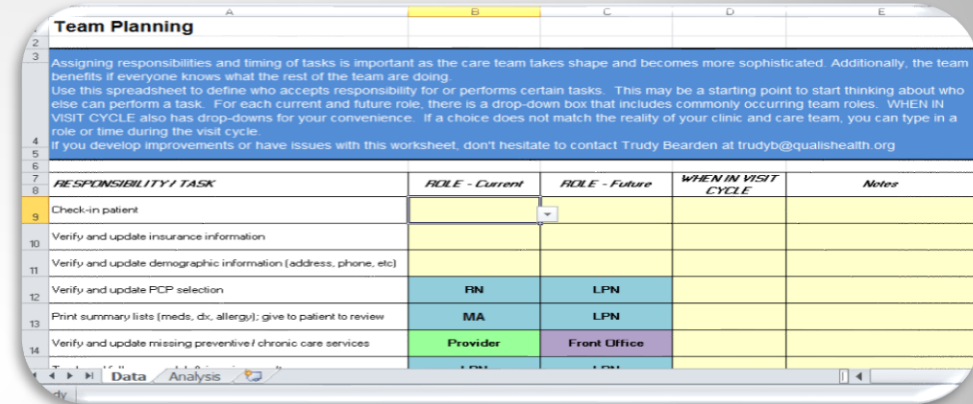


Activities for Interprofessional Training

Role Identification Activity Worksheet

Safety Net Medical Home

- ✓ Aids in Open Discussion of Roles
- ✓ Allows for Current vs. Future State
- ✓ Begins Framework for Job Descriptions & Standard Work



Team Planning

Assigning responsibilities and timing of tasks is important as the care team takes shape and becomes more sophisticated. Additionally, the team benefits if everyone knows what the rest of the team are doing. Use this spreadsheet to define who accepts responsibility for or performs certain tasks. This may be a starting point to start thinking about who else can perform a task. For each current and future role, there is a drop-down box that includes commonly occurring team roles. WHEN IN VISIT CYCLE also has drop-downs for your convenience. If a choice does not match the reality of your clinic and care team, you can type in a role or time during the visit cycle. If you develop improvements or have issues with this worksheet, don't hesitate to contact Trudy Bearden at trudyb@qualishealth.org

RESPONSIBILITY / TASK	ROLE - Current	ROLE - Future	WHEN IN VISIT CYCLE	Notes
Check-in patient				
Verify and update insurance information				
Verify and update demographic information (address, phone, etc)				
Verify and update PCP selection	RN	LPN		
Print summary lists (meds, dx, allergy); give to patient to review	MA	LPN		
Verify and update missing preventive / chronic care services	Provider	Front Office		

- Safety Net Medical Home: Team Based Planning Worksheet:
<http://www.safetynetmedicalhome.org/sites/default/files/Team-Planning.xls>

Activities for Interprofessional Training

Team Based Care Structure

- Traditional Organizational Chart vs. Patient Centered Circular Design
- Core Team or Ancillary Team Placement

Empanelment

- Population Health: The care of a population of patients vs. the patient in front of you.

Team Member Roles

- Review workflows visually (swim lanes, charts, colored candy pieces in a cup) to allow the group to define roles and look for even distribution of workload.

Workflow

- Compare current workflow and future workflow to identify areas not currently covered and/or gaps in the current system.

Standards of Care

- Set team goals to improve outcomes by understanding the needs of the patient population that you serve.

Building The Framework: Training Topics

Building
Blocks

Team Communication

- Team Building Activities & Personality Tests
- Effective Huddles
- Modes of Communication- Face to Face vs. Electronic

Quality Improvement

- Understanding Clinical Quality Measures
- The Model for Improvement, PDSA Cycles

Optimizing Patient Support

- Health Literacy
- Motivational Interviewing
- Goal Setting
- Teach Back
- Connection to Community Resources

Enhancing the Skill Sets: Training Topics

Binding
Materials

- National Center for Interprofessional Practice and Education: <https://nexusipe.org/informing/resource-center>
- AHRQ Team STEPPS: <https://www.ahrq.gov/teamstepps/about-teamstepps/index.html>
- Safety Net Medical Home: <http://www.safetynetmedicalhome.org/resources-tools/implementation-guides>
- Institute for Healthcare Improvement: <http://www.ihc.org/communities/blogs/team-based-care-optimizing-primary-care-for-patients-and-providers->
- Primary Care Team Guide: <http://www.improvingprimarycare.org/team>
- Local NC AHEC Practice Support & Continuing Professional Development: <https://www.ncahec.net/>

Helpful Websites

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