Optimizing Primary Care Teams for Better Health Outcomes: Tools for Teams of Today (and Tomorrow)

November 16, 2017

Session Objectives

- Identify common barriers to effective team-based care and strategies to mitigate these challenges.

- Learn about tools and strategies for effective integration of interprofessional and interdisciplinary members to extended primary care teams.

- Identify at least two tools to test at your organization after you return from the conference.

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Agenda

Introductions, objectives and 'pulse check' (10 min)

Five+ key principles (20 min)

Table Discussion (20 min)

Report out and group discussion (15 min)

Wrap and Close (5 min)

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Pulse Check
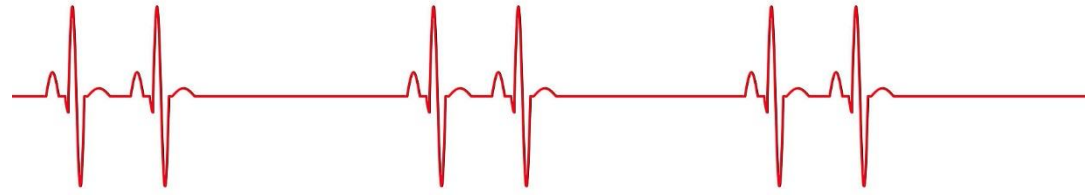
What are some of the specific challenges that are getting in the way of building strong teams where you work?

And now, a starting point....

1. "If you build it…" Create your team (and structures to support it)

- Obvious but overlooked

- Frequent, regular meeting times

- Space (and the lack of it)

- Engaging leadership

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2. True North: Set a Clear Purpose

- All teams need to have a reason for being that is clear to all on the team

- Charter with measures

- Visual cues

Charter Template

Timeline:

Aim: *(what will this team strive to accomplish, and by when)*

Current State: *(why this matters; what is the gap we are trying to close)*

Focus/Boundaries:

TEAM

3. Create and Maintain Role Clarity

Have you ever asked yourself…

(We have too).

Who am I? And why am I here?

4. Promote Communication Norms

Norms of Collaboration

Each team decided on the rules of the road, or how to work together. These 'rules of the road' are guidelines for how the team wants to handle each of the questions below. It is not meant to be a precise, step-by-step method.

Ask your PIT team about their norms of collaboration!

	Always Do	Never Do
How will we discuss ideas and options?		
How will we make decisions?		
How will we respect each other's time with respect to deadlines?		
How will we schedule and run our meetings?		
How will we assign responsibilities for tasks and follow through on our commitments?		
What are our expectations for meeting preparation and attendance?		
How will we communicate with each other?		
How will we transfer information?		
How will the team foster and manage constructive conflict?		

SBAR

JARGON ALERT!!!

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5. Create and Nurture Culture of Learning and Improvement

- Lean, MFI, etc.

- Can people give (and receive) honest feedback?
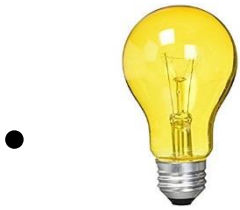
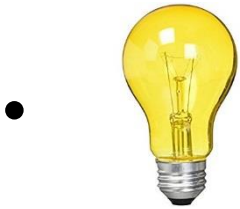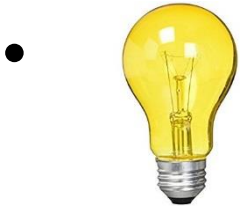- Importance of mindset (fixed vs. growth)

6. Last but should be first…. Start with Yourself

- Value of individual and team assessment tools.

- Team assessment tools (Singer survey)

- DISC, MBTI, Five Dynamics

What else? (#s 6-10…?)

What did we miss?

-

-

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Discussion

- Think about a current challenge you are facing related to building teams.

- What is one principle or concept that might help address this challenge? Write your idea on index card.

- Turn to your neighbor, introduce yourself and share your challenge. (5 min)

- When time is called, please turn to the pair next to you and share your challenge/ideas. (10 min)

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The Starter Kit (plus your ideas)

1.   Create your team (and structures to support it)

2.   Set a Clear Purpose

3.   Create and Maintain Role Clarity

4.   Promote Communication Norms

5.   Create and Nurture Culture of Learning and Improvement

6.   Start (and end) with knowing yourself

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Group Learnings

- What came up? Common challenges?

- What strategies or tools seem most useful?

- Other observations?

Thank you!