



## Massachusetts League of Community Health Centers

### CHC Readiness Learning Collaborative #1: Taking Team-Based Care to the Next Level: Success in the Era of Accountability

#### Overview of the Learning Collaborative Curriculum

**Background:** The evidence about the effectiveness of team-based care in improving patient engagement, health outcomes, and staff morale while lowering costs is clear and well-established. Most health centers have experience developing and refining clinical teams, team meeting structures and team-based roles to meet changing needs, including population health management, patient-centered medical home, quality improvement and other initiatives. However, the introduction of Accountable Care to the MassHealth patient population has the potential to (yet again) disrupt current teams, team work and roles as new responsibilities are introduced and incentives change. Health center leaders identified team-based care and high-functioning teams as a core gap in readiness for accountable care and the most appropriate topic for this learning collaborative.

**Summary:** Over the eight-month learning collaborative, front-line health center teams will engage with each other and local facilitators to develop core competencies of high functioning teams – what we refer to as team-based care level 3.0. Activities will include:

- Pre-assessment of team functioning to develop local workplan and priorities
- Three in-person learning sessions (hosted in Worcester)
- Periodic group phone calls to review performance on common and unique measures
- In person and telephonic support for the health center team by an experienced coach.

Each session will be interactive and responsive to the needs of the teams in the collaborative. We emphasize sharing best practices, learning by experience and having time to work as a team on your projects.

**Overview of the topics for team-based care, level 3.0:** Through each of the sessions we will help you develop important skills in the following areas related to the technical and adaptive aspects of implementing effective team-based care processes and building a culture of trust and safety that allows all members of the team to thrive:

- Build awareness of communication styles and skills to enhance communication within the team
- Develop a shared vision of the team and a measurement strategy for team functioning
- Defining the core functions of the team in accountable care and clarity of roles and responsibilities to complete the expected work within the team
- Build knowledge and tools on expected behaviors to achieve mutual support and psychological safety within teams
- Developing concrete skills and strategies to conduct brief, constructive and effective team meetings
- Build leadership skills spread and sustain team-based care principles across the health center



**Who should attend? Who is on the team?:** Teams take many forms within health centers. There are clinic teams, behavioral health/ primary care integration teams, quality improvement teams, teams within a single role (i.e. front desk team). Any of these teams would be appropriate to attend this learning collaborative and we will adapt the content and the coaching to their unique needs. The curriculum is designed to improve the team functioning between individuals who work together regularly and are dependent upon each other for completion of a set of tasks.

**How do we prepare for the learning collaborative?:** The first step of the learning collaborative is to identify who will be attending the first session on November 8<sup>th</sup> and to register. We will then send you the Team Stepps Team Functioning survey for each individual to complete. This will be the baseline data and will help us identify what is working well in your team now, and where might there be some opportunities for improvement.

During the first session, we will be asking you to think about and identify some ideas to improve team-based care -- both your big ideas, and the vision for your own team. Think a little about it and get ready to have some fun.