**National Health Center Training and Technical Assistance Partners (NTTAP) 2020-2023**

Comprehensive and Team-Based Care Learning Collaborative

 Syllabus 2022-2023

Overview

The *Comprehensive Care and Advancing Team-Based Care* Learning Collaborative is an 8-month participatory learning experience offered by the National Health Center Training and Technical Assistance Partners (NTTAP), funded by the Health Resources and Services Administration, and hosted by Community Health Center, Inc. (CHCI) in Middletown, CT. The Collaborative is designed to provide Federally Qualified Health Centers (FQHCs) that are:

1. Beginning or restarting their move to high performance team-based comprehensive primary care with knowledge about the basic principles and best practices of care and the strategies to plan for implementation; and
2. Provide transformational strategies and coaching support to help primary care practices implement and advanced models of team-based care.

The Collaborative will consist of eight videoconference-learning sessions with primary care teams from across the country, as well as quality improvement training, ongoing mentoring for coaches in your organization, technical assistance, and access to web-based tools. Teams will complete an assessment of their current practice using a nationally recognized method to identify opportunities for improvement, and will work between learning sessions to meet their aims.

Background

This learning collaborative will combine the content, knowledge, and skills from the Objective 1 *Fundamentals of Comprehensive Care* and Objective 5 *Advancing Team-Based Care* learning collaboratives. The course will cover the fundamentals of comprehensive care, including: team structure, job descriptions, standing orders, organizational structure, leadership, enhancement of technology, data mining and analysis, and evaluation of outcomes. The collaborative will provide opportunities for acquisition of knowledge, skills, tools and guidance to support health centers in developing a strategic plan for implementing team-based care within the context of their own organization, its structure and resources. Each participating FQHC will identify a clinical team, organization leadership representation and a designated coach to lead the team through the work of the Collaborative. The Collaborative will engage teams in work focused on developing knowledge, implementing, and measuring outcomes for a model of team-based care best suited to their organization.

Objectives of the Comprehensive and Team-Based Care Learning Collaborative

Teams will:

1. Use assessments of their current team-based care model to identify areas for process improvement and role optimization.
2. Use quality improvement concepts and skills with coaching support to systematically achieve one or more specific aims.
3. Contribute to the learning among participating practice teams by engaging in Learning Collaborative activities.

Deliverables

As evidence of learning and participation in the Learning Collaborative, teams will submit to Moodle:

* *Primary Care Team Practice Assessment*
* *Coach Skills Self-Assessment*
* *Team-Skills Self-Assessment*
* Role Activity Assessment
* UDS Data
* Develop Problem Statement
* Develop Global Aim Statement
* Develop Fishbone/Process Map
* Develop Specific Aim
* Develop Standing Orders Protocol
* Develop PDSA
* Develop Playbook
* Showcase Presentation

Learning Collaborative Structure

* Eight 90-minute Learning Collaborative video conference sessions
* Weekly calls between NTTAP Mentor-coaches and Practice coaches
* Weekly team workgroup meetings
* Moodle

**Syllabus**

The following syllabus provides an overview of the topics that will be covered during the eight learning sessions. **The syllabus is subject to change in order to best meet your learning needs.** The agenda items and assignments are meant to help you structure your team meetings in order to keep you on track and to complete assessment tools that will help you to identify areas of improvement and better understand your practice. Assignments can be completed during or outside of team meetings.

|  |  |  |
| --- | --- | --- |
| **Date** | **Activity** | **Topics and Assignments** |
| October  | Pre-work – meet as a team prior to the Collaborative beginning  | Meeting Agenda* Identify your team members and team coach, and send contact information to angersm@chc1.com
* Log onto the Learning Platform with the directions provided to become familiar with its use <https://learn.chc1.com/my/>
* Review purpose of the Learning Collaborative, syllabus, schedule, and deliverables (materials available on Moodle)
* Review meeting skills with your team (materials available on Moodle)
* Review Dr. Bodenheimer’s articles on the Building Blocks of Primary Care (available via Moodle)

**Assignment due Monday November 7th:*** Prepare a brief introduction (2 slides/2 min) about your team and your goals for participation in the Collaborative to present in Session 1. Send slides to angersm@chc1.com
* As a team, review and complete *Primary Care Team Practice Assessment*: <https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_3ISroM17lEOSI5g>
* Ask each team member to complete the *Team Skills Assessment* tool:

<https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_4O6uGfenyVpmQn4> * Have your team’s Coach complete the *Coach Skills Assessment* tool: <https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_8x09lrZO9b84GlE>
* Obtain and review UDS Data
 |
| **Wednesday****October 26th, 2022****1:00-3:00pm ET*****and*****Monday October 31st 2022 1:00-3:00pm ET** *2 sessions for 2 hours* | Quality Improvement Training [Zoom Link](https://chc1.zoom.us/j/97702663876) | Friday October 28th – Session 1 * Discuss how effective meeting skills contribute to effective meetings
* Describe the stages of the improvement ramp
* How to use data to assess their practice
* How to develop and use a global aim
* How to make your teamwork

Friday November 4th – Session 2* How to develop and use a process map
* How to develop and use a fishbone diagram
* Effective solution storming/change ideas
* How to develop and use a specific aim
* How to develop and use PDSA cycles
 |
| **Wednesday** **November 9th, 2022****1:00-2:30pm EST***90 minutes* | Learning Session 1[Zoom Link](https://chc1.zoom.us/j/92025422358) | Introductions * Community Health Center, Inc./Weitzman Institute; Center for Primary Care Excellence; the NTTAP team and faculty; the participating teams
* Role of the coach in a Learning Collaborative
* Team Introductions

Introduction to Team-Based Care * History of LEAP and CEPC
* Quadruple Aim
* Building blocks of primary care
* Introduction to empanelment/panel size

Making Your Team Work * Role of Leadership & What Engaged Leadership Looks Like

Quality Improvement Refresh* Assessment of your practice (primary care team practice assessment)
 |
| Between Session 1 and Session 2 | Team meetings | Agenda items for your meetings during this action period* Discuss the results of your team’s *Primary Care Team Practice Assessment; Coach Skills Self-Assessment; and Team-Skills Self-Assessment* in light of the presentation in Session1.
	+ What are your strengths and weaknesses?
	+ What surprised you?

\*\*See the Pre-Work Survey Folder for the data. * **Assignment due Monday December 12th:** Submit*Role Activity Assessment*.
* **Assignment due Monday December 12th**: Develop a plan for how you will engage your colleagues and leadership regarding your participation in this Collaborative (“Communication Plan” template)

Coach Call Dates:* Wednesday November 16th
* Wednesday November 23rd
* Wednesday November 30th
* Wednesday December 7th
 |
| **Wednesday** **December 14th, 2022****1:00-2:30pm EST***90 minutes* | Learning Session 2[Zoom Link](https://chc1.zoom.us/j/92025422358) | Team Reports* Selected teams share what they have learned from *Practice Assessment*

Team-Based Care * Functionality of the Team
	+ Competencies of primary care
	+ Define the Team: Teamlet vs. Core vs. Extended
	+ Roles I: Introduction to Role of MA and Different Models of Using the MA

Making Your Team Work* Introduction to Making Your Team Work
	+ Coherence
	+ Right People on the Team
	+ Engagement Plan
* Building Team Culture: Share the Care
* 9 Elements and Huddles

Quality Improvement Refresh* Global Aim
 |
| Between Session 2 and Session 3 | Team meetings | Agenda items for your meetings during this action period* **Assignment due Monday January 9th:** Develop Problem Statement based on UDS data
* **Assignment due Monday January 9th:** Develop Global Aim

Coach Call Dates:* Wednesday December 21st
* Wednesday December 28th
* Wednesday January 4th
 |
| **Wednesday** **January 11th, 2023****1:00-2:30pm EST***90 minutes* | Learning Session 3[Zoom Link](https://chc1.zoom.us/j/92025422358) | Team Reports* Selected teams share what they have learned from *Role Activity Assessment*
* Selected teams share their *Global Aim Statement*

Team-Based Care * Structure of the Team
	+ Roles I: Enhanced Role of MA
	+ Models of Teamlets
		- Bellen – 3 person core team
		- Interprofessional Team
	+ Evolution of Roles

Quality Improvement Refresh* Using a problem statement in a Fishbone
* Process Mapping: Who does what and when?
* Solution Storming and change ideas
 |
| Between Session 3 and Session 4 | Team meetings | Agenda items for your meetings during this action period* **Assignment due Monday February 6th:** Develop Fishbone/Process Map

Coach Call Dates:* Wednesday January 18th
* Wednesday January 25th
* Wednesday February 1st
 |

|  |  |  |
| --- | --- | --- |
| **Wednesday** **February 8th, 2023****1:00-2:30pm EST***90 minutes* | Learning Session 4[Zoom Link](https://chc1.zoom.us/j/92025422358) | Team Reports * Selected teams share their *Fishbone/Process Map*

Team-Based Care* Overcoming Barriers – Financial/Policy

Making Your Team Work* Conflict
* Cognitive Participation
* Review/revisit Engagement Plan

Quality Improvement Refresh* Review Data Teach
* Specific Aim: Using assessment data and a change idea to move forward
 |
| Between Session 4 and Session 5 | Team meetings | Agenda items for your meetings during this action period* **Assignment due Monday March 6th:** DevelopSpecific Aim

Coach Call Dates:* Wednesday February 15th
* Wednesday February 22nd
* Wednesday March 1st
 |
| **Wednesday** **March 8th, 2023****1:00-2:30pm EST***90 minutes* | Learning Session 5[Zoom Link](https://chc1.zoom.us/j/92025422358) | Team Reports* Selected teams share their *Process Map/Fishbone/Specific Aim*

Team-Based Care* Roles II: Role of RN; Care Coordination; Standing Orders
* Roles III: Integrated Behavioral Health
* Role of Pharmacist in Primary Care

Quality Improvement Refresh* PDSA
 |
| Between Session 5 and Session 6 | Team meetings | Agenda items for your meetings during this action period* **Assignment due Monday April 10th:** Develop Standing Orders Protocol
* **Assignment due Monday April 10th:** DevelopPDSA

Coach Call Dates:* Wednesday March 15th
* Wednesday March 22nd
* Wednesday March 29th
* Wednesday April 5th
 |
| **Wednesday** **April 12th, 2023****1:00-2:30pm EST***90 minutes* | Learning Session 6[Zoom Link](https://chc1.zoom.us/j/92025422358) | Team Reports * Selected teams share their *PDSA*

Team-Based Care* Population Management
* Roles IV: IT and Business Intelligence

Making Your Team Work* Monitoring Progress

Quality Improvement Refresh* Standardization and Spread
* Introduction to Playbook
 |
| Between Session 6 and Session 7 | Team meetings | Agenda items for your meetings during this action period* **Assignment due Monday May 8th:** Draft Playbook

Coach Call Dates:* Wednesday April 19th
* Wednesday April 26th
* Wednesday May 3rd
 |
| **Wednesday** **May 10th, 2023****1:00-2:30pm EST***90 minutes* | Learning Session 7[Zoom Link](https://chc1.zoom.us/j/92025422358) | Team Reports* Selected teams share their *draft of the playbook*

Team-Based Care* Virtual Patient Engagement & Support

Quality Improvement Refresh* Sustaining the Coaching Model
 |

|  |  |  |
| --- | --- | --- |
| Between Session 7 and Session 8 | Team meetings | Agenda items for your meetings during this action period* **Assignment due Monday June 5th:** Prepare presentation/showcase for Session 8; Send to: angersm@chc1.com
* **Assignment due Monday June 12th:** Final draft of Playbook

Coach Call Dates:* Wednesday May 17th
* Wednesday May 24th
* Wednesday May 31st
* Wednesday June 7th
 |
| **Wednesday** **June 14th, 2023****1:00-2:30pm EST***90 minutes* | Learning Session 8[Zoom Link](https://chc1.zoom.us/j/92025422358) | Showcase* Leaders from participating organizations will offer their perspectives on their teams’ work in the Learning Collaborative
 |
| After the Collaborative | Team meetings | Coach Call Dates:* Wednesday June 21st

Assignments due Friday June 23rd: * Complete the post-collaborative survey
* As a team, review and complete post-collaborative *Primary Care Team Practice Assessment.*

<https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_cSAgMXvdzyc2IjI> * Ask each team member to complete the post-collaborative *Team Skills Assessment* tool.

<https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_8BJVGMZoF5996d0> * Have your team’s Coach complete the post-collaborative *Coaching Skills Assessment* tool.

<https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_3atOdNwtLkbJTGm>  |
| 3-Month Check In Meeting |  | Date – To Be Determined |

**ABOUT MOODLE**

1. **Moodle Overview**
	1. Moodle is the Learning Management System (LMS) that we have chosen to support your work in the Collaborative (other common LMS products are Blackboard and Canvas)
2. **Login** for Moodle: <https://learn.chc1.com/login/index.php>
	1. Username: Firstname\_lastname
	2. Temporary Password: NTTAP2022!
3. **Select Course Name**
	1. Click on the course title “Advancing Team-Based Care 2023” to enter the Moodle space for the Collaborative.



1. **Discussion Board**
	1. The Discussion Board is open to everyone.
	2. The NTTAP team will occasionally post messages to all of the teams on the Discussion Board.
	3. For a tutorial on how to post to the Discussion Forum, learn more here: <https://learn.chc1.com/pluginfile.php/43109/mod_resource/content/1/Tutorial%20-%20Post%20on%20Discussion%20Boards%20%20on%20Moodle_20190904.pdf>
2. **Collaborative Sessions**
	1. Folders include tools discussed during that session. Most of the tools are also under the “Tools and Resources” section as well.
	2. After the session has concluded, the folder will be updated to include the slides and video from the session.
	3. Before Session folder contains the assessment tools about your practice that we have asked you to complete prior to the learning collaborative.
3. **Post and Access Assignments**
	1. Each health center has its own team folder, where you can access and submit documents and data.
	2. All team folders are visible to all participants to encourage collaboration.
	3. To upload the completed assignment on Moodle course:
		1. Post and Access Assignments Here
		2. Select your team folder
		3. Edit (bottom of screen)
		4. Drag and Drop the file (you can also browse and upload)
		5. \*Save Changes (bottom of screen). \*It will not upload the file until you hit Save Changes**.**
	4. Learn more here: <https://learn.chc1.com/pluginfile.php/43082/mod_resource/content/3/Tutorial%20-%20How%20to%20Upload%20Assignments_20190904.pdf>
4. **Team-Based Care Resources**
	1. This section contains resources pertaining to different aspects of a team-based care model shared by faculty, as well as peers.
5. **QI Tools and Resources**
	1. Quality Improvement
		1. Folder contains templates of QI tools (i.e. aim statements, fishbone diagrams, meeting roles, and an image of the improvement ramp).
6. **Contact Information**
	1. Section contains the contact information for both Faculty and Participants at each FQHC.
7. **Kickoff Resources**
	1. Section contains tutorials to get you familiarized with the Moodle platform and resources related to the NTTAP.
8. **Webinars**
	1. Section contains useful webinars to support your development in implementing a post-graduate residency program.

*For questions getting set up and/or using Moodle, please reach out to Meaghan Angers at* *angersm@chc1.com*