**National Health Center Training and Technical Assistance Partners (NTTAP) 2023-2026**

Comprehensive and Team-Based Care Learning Collaborative

Syllabus 2023-2024

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 health centers and look-alikes 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 o 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 complete:

* *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
* Weitzman Education Platform

**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 deliverables 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.

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| **Date** | **Activity** | **Topics and Assignments** |
| November/December | Pre-work | Meeting Agenda   * Identify your team members and team coach, and send contact information to [angersm@mwhs1.com](mailto:angersm@mwhs1.com) * Log onto the Weitzman Education Platform with the directions provided to become familiar * Review purpose of the Learning Collaborative, syllabus, schedule, deliverables, and meeting skills   **Assignment due Monday December 4th:**   * 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@mwhs1.com](mailto:angersm@mwhs1.com) * As a team, review and complete Primary Care Team Practice Assessment: <https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_3UaTwXnBbn4kfpc> * Ask each team member to complete the Team Skills Assessment: <https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_3WqLuVxK3pdSxcG> * Have your team’s coach complete the Coach Skills Assessment: <https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_eyVUoxN9UfLJxb0> * Obtain and review UDS Data |
| **Wednesday**  **November 29th, 2023**  **3:00-4:30 pm Eastern**  **12:00-1:30pm Pacific**  *90 minutes*  **Thursday**  **November 30th, 2023**  **3:00-4:30 pm Eastern**  **12:00-1:30m Pacific**  *90 minutes* | Quality Improvement Training  Zoom Link | 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   Session 2   * How to develop and use a process map and fishbone diagram * Effective solution storming/change ideas * How to develop and use a specific aim * How to develop and use PDSA cycles |
| **Wednesday**  **December 6th, 2023**  **1:00-2:30 pm Eastern |**  **10:00-11:30am Pacific**  *90 minutes* | Learning Session 1  [Zoom Link](https://chc1.zoom.us/j/97401861863) | 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 Learning from Effective Ambulatory Practices (LEAP) and the Center for Excellence in Primary Care (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.   * **Deliverable:** Submit*Role Activity Assessment*. * **Deliverable**: 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 December 13th * Wednesday December 20th * Wednesday December 27th * Wednesday January 3rd * Wednesday January 10th |

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| **Wednesday**  **January 17th, 2024**  **1:00-2:30 pm Eastern |**  **10:00-11:30am Pacific**  *90 minutes* | Learning Session 2  [Zoom Link](https://chc1.zoom.us/j/97401861863) | Team-Based Care   * Functionality of the Team   + Competencies of primary care   + Define the Team: Teamlet vs. Core vs. Extended   + Introduction to the Role of Medical Assistant (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   * **Deliverable:** Develop Problem Statement based on UDS data * **Deliverable:** Develop Global Aim   Coach Call Dates:   * Wednesday January 17th * Wednesday January 24th * Wednesday January 31st |
| **Wednesday**  **February 7th, 2024**  **1:00-2:30 pm Eastern |**  **10:00-11:30am Pacific**  *90 minutes* | Learning Session 3  [Zoom Link](https://chc1.zoom.us/j/97401861863) | Team-Based Care   * Structure of the Team   + 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   * **Deliverable:** Develop Fishbone/Process Map   Coach Call Dates:   * Wednesday February 14th * Wednesday February 21st * Wednesday February 28th |
| **Wednesday**  **March 6th, 2024**  **1:00-2:30 pm Eastern |**  **10:00-11:30am Pacific**  *90 minutes* | Learning Session 4  [Zoom Link](https://chc1.zoom.us/j/97401861863) | Team-Based Care   * Overcoming Barriers – Financial/Policy * Role of Registered Nurse and Medical Assistant in Team-Based Care   + Care Coordination   + Standing Orders   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   * **Deliverable:** DevelopSpecific Aim   Coach Call Dates:   * Wednesday March 13th * Wednesday March 20th * Wednesday March 27th |
| **Wednesday**  **April 3rd, 2024**  **1:00-2:30 pm Eastern |**  **10:00-11:30am Pacific**  *90 minutes* | Learning Session 5  [Zoom Link](https://chc1.zoom.us/j/97401861863) | Team-Based Care   * 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   * **Deliverable:** Develop Standing Orders Protocol * **Deliverable:** DevelopPDSA   Coach Call Dates:   * Wednesday April 10th * Wednesday April 17th   Wednesday April 24th |
| **Wednesday**  **May 1st, 2024**  **1:00-2:30 pm Eastern |**  **10:00-11:30am Pacific**  *90 minutes* | Learning Session 6  [Zoom Link](https://chc1.zoom.us/j/97401861863) | Team-Based Care   * Health Information Technology (HIT) * Role of Information Technology and Business Intelligence in Team-Based Care   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   * **Deliverable:** Draft Playbook   Coach Call Dates:   * Wednesday May 8th * Wednesday May 15th * Wednesday May 22nd |
| **Wednesday**  **May 29th, 2024**  **1:00-2:30 pm Eastern |**  **10:00-11:30am Pacific**  *90 minutes* | Learning Session 7  [Zoom Link](https://chc1.zoom.us/j/97401861863) | Team-Based Care   * Virtual Patient Engagement and Support * Role of Population Management in Team-Based Care   Quality Improvement Refresh   * Sustaining the Coaching Model |
| Between Session 7 and Session 8 | Team meetings | Agenda items for your meetings during this action period   * **Deliverable:** Prepare presentation/showcase for Session 8; Send to: [angersm@mwhs1.com](mailto:angersm@mwhs1.com) * **Deliverable:** Final draft of Playbook   Coach Call Dates:   * Wednesday June 5th * Wednesday June 12th |
| **Wednesday**  **June 19th, 2024**  **1:00-2:30 pm Eastern |**  **10:00-11:30am Pacific**  *90 minutes* | Learning Session 8  [Zoom Link](https://chc1.zoom.us/j/97401861863) | 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 26th   Post-Learning Collaborative Deliverables:   * Complete the post-collaborative survey * As a team, review and complete post-collaborative *Primary Care Team Practice Assessment.* * Ask each team member to complete the post-collaborative *Team Skills Assessment* tool. * Have your team’s Coach complete the post-collaborative *Coaching Skills Assessment* tool. |
| 3-Month  Check In Meeting |  | Date – To Be Determined |