

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

Comprehensive and Team-Based Care Learning Collaborative

Syllabus 2024-2025

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 organization 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.

Date	Activity	Topics and Assignments
November/December	Pre-work	<p><u>Meeting Agenda</u></p> <ul style="list-style-type: none"> Identify your team members and team coach, and send contact information to 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 <p>Assignment due Tuesday November 6th:</p> <ul style="list-style-type: none"> 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 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
<p>TBD <i>90 minutes</i></p> <p>TBD <i>90 minutes</i></p>	<p>Quality Improvement Training</p> <p>Zoom Link</p>	<p><u>Session 1</u></p> <ul style="list-style-type: none"> 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 <p><u>Session 2</u></p> <ul style="list-style-type: none"> 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

<p>Wednesday November 13th, 2024 1:00-2:30 pm Eastern 10:00-11:30am Pacific 90 minutes</p>	<p>Learning Session 1 Zoom Link</p>	<p><u>Introductions</u></p> <ul style="list-style-type: none"> • 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 <p><u>Introduction to Team-Based Care</u></p> <ul style="list-style-type: none"> • 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 <p><u>Making Your Team Work</u></p> <ul style="list-style-type: none"> • Role of Leadership & What Engaged Leadership Looks Like <p><u>Quality Improvement Refresh</u></p> <ul style="list-style-type: none"> • Assessment of your practice (primary care team practice assessment)
<p>Between Session 1 and Session 2</p>	<p>Team meetings</p>	<p><u>Agenda items for your meetings during this action period</u></p> <ul style="list-style-type: none"> • Discuss the results of your team's <i>Primary Care Team Practice Assessment; Coach Skills Self-Assessment; and Team-Skills Self-Assessment</i> in light of the presentation in Session 1. <ul style="list-style-type: none"> ○ What are your strengths and weaknesses? ○ What surprised you? <p>**See the Pre-Work Survey Folder for the data.</p> • Deliverable: Submit <i>Role Activity Assessment</i>. • Deliverable: Develop a plan for how you will engage your colleagues and leadership regarding your participation in this Collaborative ("Communication Plan" template) <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday November 20th • Wednesday November 27th • Wednesday December 4th

<p>Wednesday December 11th, 2024 1:00-2:30 pm Eastern 10:00-11:30am Pacific <i>90 minutes</i></p>	<p>Learning Session 2 Zoom Link</p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> • Functionality of the Team <ul style="list-style-type: none"> ○ 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 <p><u>Making Your Team Work</u></p> <ul style="list-style-type: none"> • Introduction to Making Your Team Work <ul style="list-style-type: none"> ○ Coherence ○ Right People on the Team ○ Engagement Plan • Building Team Culture: Share the Care • 9 Elements and Huddles <p><u>Quality Improvement Refresh</u></p> <ul style="list-style-type: none"> • Global Aim
<p>Between Session 2 and Session 3</p>	<p>Team meetings</p>	<p><u>Agenda items for your meetings during this action period</u></p> <ul style="list-style-type: none"> • Deliverable: Develop Problem Statement based on UDS data • Deliverable: Develop Global Aim <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday December 18th • Wednesday January 8th
<p>Wednesday January 15th, 2025 1:00-2:30 pm Eastern 10:00-11:30am Pacific <i>90 minutes</i></p>	<p>Learning Session 3 Zoom Link</p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> • Structure of the Team <ul style="list-style-type: none"> ○ Enhanced Role of MA <ul style="list-style-type: none"> ▪ Models of Teamlets: Bellen – 3 person core team; Interprofessional Team ○ Evolution of Roles <p><u>Quality Improvement Refresh</u></p> <ul style="list-style-type: none"> • 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	<p><u>Agenda items for your meetings during this action period</u></p> <ul style="list-style-type: none"> • Deliverable: Develop Fishbone/Process Map <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday January 22nd • Wednesday January 29th • Wednesday February 5th
<p>Wednesday February 12th, 2025 1:00-2:30 pm Eastern 10:00-11:30am Pacific 90 minutes</p>	<p>Learning Session 4</p> <p>Zoom Link</p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> • Overcoming Barriers – Financial/Policy • Health Information Technology (HIT) • Role of Information Technology and Business Intelligence in Team-Based Care • Role of Population Management in Team-Based Care <p><u>Quality Improvement Refresh</u></p> <ul style="list-style-type: none"> • Review Data Teach • Specific Aim: Using assessment data and a change idea to move forward
Between Session 4 and Session 5	Team meetings	<p><u>Agenda items for your meetings during this action period</u></p> <ul style="list-style-type: none"> • Deliverable: Develop Specific Aim <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday February 19th • Wednesday February 26th • Wednesday March 5th
<p>Wednesday March 12th, 2025 1:00-2:30 pm Eastern 10:00-11:30am Pacific 90 minutes</p>	<p>Learning Session 5</p> <p>Zoom Link</p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> • Role of Registered Nurse and Medical Assistant in Team-Based Care • Integrated Behavioral Health <p><u>Quality Improvement Refresh</u></p> <ul style="list-style-type: none"> • PDSA
Between Session 5 and Session 6	Team meetings	<p><u>Agenda items for your meetings during this action period</u></p> <ul style="list-style-type: none"> • Deliverable: Develop Standing Orders Protocol • Deliverable: Develop PDSA <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday March 19th • Wednesday March 26th • Wednesday April 2nd

<p>Wednesday April 9th, 2025 1:00-2:30 pm Eastern 10:00-11:30am Pacific <i>90 minutes</i></p>	<p>Learning Session 6 Zoom Link</p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> • Role of Pharmacist in Primary Care • Role of the Community Health Worker <p><u>Making Your Team Work</u></p> <ul style="list-style-type: none"> • Monitoring Progress <p><u>Quality Improvement Refresh</u></p> <ul style="list-style-type: none"> • Standardization and Spread • Introduction to Playbook
<p>Between Session 6 and Session 7</p>	<p>Team meetings</p>	<p><u>Agenda items for your meetings during this action period</u></p> <ul style="list-style-type: none"> • Deliverable: Draft Playbook <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday April 16th • Wednesday April 23rd • Wednesday April 30th • Wednesday May 7th
<p>Wednesday May 14th, 2025 1:00-2:30 pm Eastern 10:00-11:30am Pacific <i>90 minutes</i></p>	<p>Learning Session 7 Zoom Link</p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> • TBD <p><u>Quality Improvement Refresh</u></p> <ul style="list-style-type: none"> • Sustaining the Coaching Model
<p>Between Session 7 and Session 8</p>	<p>Team meetings</p>	<p><u>Agenda items for your meetings during this action period</u></p> <ul style="list-style-type: none"> • Deliverable: Prepare presentation/showcase for Session 8; Send to: angersm@mwhs1.com • Deliverable: Final draft of Playbook <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday May 21st • Wednesday May 28th • Wednesday June 4th
<p>Wednesday June 11th, 2025 1:00-2:30 pm Eastern 10:00-11:30am Pacific <i>90 minutes</i></p>	<p>Learning Session 8 Zoom Link</p>	<p><u>Showcase</u></p> <ul style="list-style-type: none"> • Leaders from participating organizations will offer their perspectives on their teams' work in the Learning Collaborative

After the Collaborative	Team meetings	<p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday June 18th <p><u>Post-Learning Collaborative Deliverables:</u></p> <ul style="list-style-type: none"> • Complete the post-collaborative survey • As a team, review and complete post-collaborative <i>Primary Care Team Practice Assessment</i>. • Ask each team member to complete the post-collaborative <i>Team Skills Assessment</i> tool. • Have your team’s Coach complete the post-collaborative <i>Coaching Skills Assessment</i> tool.
3-Month Check In Meeting		Date – To Be Determined