

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 6 *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:

- Stakeholder Analysis and Communication Plan
- Primary Care Team Practice Assessment
- Coach Skills Self-Assessment
- Team-Skills Self-Assessment
- Role Activity Assessment
- Global Aim Statement
- Process Map
- Fishbone Diagram
- Specific Aim Statement
- PDSA
- 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
October/November	Pre-work	<p><u>Pre-Work</u></p> <ul style="list-style-type: none"> Identify your team members and team coach, and send contact information to angersm@mwhs1.com Review purpose of the learning collaborative and learning collaborative syllabus, schedule, and Quality Improvement Workbook Read the introduction to the Quality Improvement Workbook Register for the Weitzman Education Platform if you wish to receive CME credit or participation hours <p><u>Deliverables due Friday November 8th:</u></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 Begin self-assessment deliverable under Step 2 of the Quality Improvement Workbook Obtain and review UDS Data
<p>November 7th, 2024 2:00-4:00pm Eastern 11:00-1:00pm Pacific</p> <p>November 8th, 2024 2:00-4:00pm Eastern 11:00-1:00pm Pacific</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 <i>90 minutes</i></p>	<p>Learning Session 1 Zoom Link</p>	<p><u>Introductions</u></p> <ul style="list-style-type: none"> • Community Health Center, Inc., Center for Primary Care Excellence, the NTTAP team and faculty • Overview of Learning Collaborative Structure, Roles, and Expectations • 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</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>Deliverables</u></p> <ul style="list-style-type: none"> • Complete Step 1 in the Quality Improvement Workbook • Complete Step 2 in the Quality Improvement Workbook <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 ○ Communication Plan

		<ul style="list-style-type: none"> • Building Team Culture: Share the Care • 9 Elements and Huddles <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> • Global Aim Statement
Between Session 2 and Session 3	Team meetings	<p><u>Deliverables</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> <ul style="list-style-type: none"> ○ What are your strengths and weaknesses? ○ What surprised you? • Complete Step 3 in the Quality Improvement Workbook <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday December 18th
<p>Wednesday January 8th, 2025 1:00-2:30 pm Eastern 10:00-11:30am Pacific <i>90 minutes</i></p>	<p>Learning Session 3</p> <p>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 • Role of Registered Nurse and Medical Assistant in Team-Based Care <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> • Fishbone Diagrams • Process Maps
Between Session 3 and Session 4	Team meetings	<p><u>Deliverables</u></p> <ul style="list-style-type: none"> • Complete Step 4 in the Quality Improvement Workbook <p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday January 15th • Wednesday January 22nd • Wednesday January 29th • Wednesday February 5th
<p>Wednesday February 12th, 2025 1:00-2:30 pm Eastern </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 • Role of Data and Business Intelligence in Team-Based Care

Comprehensive and Team-Based Care
Learning Collaborative Syllabus 2024-2025

<p>10:00-11:30am Pacific <i>90 minutes</i></p>		<p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> • Specific Aim: Using assessment data and a change idea to move forward • Solution Storming and change ideas
<p>Between Session 4 and Session 5</p>	<p>Team meetings</p>	<p><u>Deliverables</u></p> <ul style="list-style-type: none"> • Complete Step 5 in the Quality Improvement Workbook • Complete Step 6 in the Quality Improvement Workbook <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 <i>90 minutes</i></p>	<p>Learning Session 5 Zoom Link</p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> • Integrated Behavioral Health • Population Health in Team-Based Care <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> • PDSA Cycles
<p>Between Session 5 and Session 6</p>	<p>Team meetings</p>	<p><u>Deliverables</u></p> <ul style="list-style-type: none"> • Complete Step 7 in the Quality Improvement Workbook <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 <p><u>Making Your Team Work</u></p> <ul style="list-style-type: none"> • Monitoring Progress <p><u>Quality Improvement</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>Deliverables</u></p> <ul style="list-style-type: none"> • Complete Step 8 in the Quality Improvement Workbook • Complete Step 9 in the Quality Improvement Workbook

Comprehensive and Team-Based Care
Learning Collaborative Syllabus 2024-2025



		<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"> • Specialty Care, eConsults, and closing the referral loop • The Future of Team-Based Primary Care <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> • Measuring and Monitoring • Sustaining the Coaching Model
<p>Between Session 7 and Session 8</p>	<p>Team meetings</p>	<p><u>Deliverables</u></p> <ul style="list-style-type: none"> • Deliverable: Prepare presentation/showcase for Session 8; Send to: angersm@mwhs1.com <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
<p>After the Collaborative</p>	<p>Team meetings</p>	<p><u>Coach Call Dates:</u></p> <ul style="list-style-type: none"> • Wednesday June 18th <p><u>Deliverables – complete by Friday June 27th</u></p> <ul style="list-style-type: none"> • Complete the post-collaborative survey • As a team, review and complete post-collaborative self-assessment surveys
<p>3-Month Check In Meeting</p>		<p>Date – To Be Determined</p>