

## 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 (HRSA), 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, support, and guidance 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 team leader(s) 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 6 *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 team leader to guide 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 support and guidance to systematically achieve one or more specific aims.
3. Contribute to the learning among participating practice teams by engaging in Learning Collaborative activities.

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### Deliverables

As evidence of learning and participation in the Learning Collaborative, teams will complete:

- Stakeholder Analysis and Communication Plan
- Primary Care Team Practice Assessment
- Team Leader Skills Self-Assessment
- Team Member 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 faculty and health center team leader(s)
- 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"> <li>Identify your team members and team leader, and send contact information to <a href="mailto:angersm@mwhs1.com">angersm@mwhs1.com</a></li> <li>Review purpose of the learning collaborative and learning collaborative syllabus, schedule, and Quality Improvement Workbook</li> <li>Read the introduction to the Quality Improvement Workbook</li> <li>Log onto the <a href="#">Weitzman Education Platform</a> with the directions provided to become familiar with its use, and register if you wish to receive CME credit or participation hours</li> </ul> <p><u>Deliverables due Friday November 8<sup>th</sup>:</u></p> <ul style="list-style-type: none"> <li>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 <a href="mailto:angersm@mwhs1.com">angersm@mwhs1.com</a></li> <li>Begin self-assessment deliverable under Step 2 of the Quality Improvement Workbook</li> <li>Obtain and review UDS Data</li> </ul>
<p><b>November 7<sup>th</sup>, 2024</b> <b>2:00-4:00pm Eastern  </b> <b>11:00-1:00pm Pacific</b></p> <p><b>November 8<sup>th</sup>, 2024</b> <b>2:00-4:00pm Eastern  </b> <b>11:00-1:00pm Pacific</b></p>	<p>Quality Improvement Training</p> <p><a href="#">Zoom Link</a></p>	<p><u>Session 1</u></p> <ul style="list-style-type: none"> <li>Discuss how effective meeting skills contribute to effective meetings</li> <li>Describe the stages of the improvement ramp</li> <li>How to use data to assess their practice</li> <li>How to develop and use a global aim</li> </ul> <p><u>Session 2</u></p> <ul style="list-style-type: none"> <li>How to develop and use a process map and fishbone diagram</li> <li>Effective solution storming/change ideas</li> <li>How to develop and use a specific aim</li> <li>How to develop and use PDSA cycles</li> </ul>

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<p><b>Wednesday November 13<sup>th</sup>, 2024</b> <b>1:00-2:30 pm Eastern  </b> <b>10:00-11:30am Pacific</b> <i>90 minutes</i></p>	<p>Learning Session 1</p> <p><a href="#">Zoom Link</a></p>	<p><u>Introductions</u></p> <ul style="list-style-type: none"> <li>• Community Health Center, Inc., Center for Primary Care Excellence, the NTTAP team and faculty</li> <li>• Overview of Learning Collaborative Structure, Roles, and Expectations</li> <li>• Team Introductions</li> </ul> <p><u>Making Your Team Work</u></p> <ul style="list-style-type: none"> <li>• Role of Leadership in Supporting Team-Based Care</li> </ul> <p><u>Introduction to Team-Based Care</u></p> <ul style="list-style-type: none"> <li>• Fundamentals of Team-Based Primary Care <ul style="list-style-type: none"> <li>○ Primary Care Challenges</li> <li>○ Triple and Quadruple Aim</li> <li>○ 10 Building Blocks of Primary Care</li> <li>○ Empanelment/panel size</li> </ul> </li> </ul> <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> <li>• Assessing Your Practice</li> </ul>
<p>Between Session 1 and Session 2</p>	<p>Team meetings</p>	<p><u>Deliverables</u></p> <ul style="list-style-type: none"> <li>• Complete Step 1 in the Quality Improvement Workbook</li> <li>• Complete Step 2 in the Quality Improvement Workbook</li> </ul> <p><u>Team Leader Check-In Calls Dates:</u></p> <ul style="list-style-type: none"> <li>• Wednesday November 20<sup>th</sup></li> <li>• Wednesday November 27<sup>th</sup></li> <li>• Wednesday December 4<sup>th</sup></li> </ul>
<p><b>Wednesday December 11<sup>th</sup>, 2024</b> <b>1:00-2:30 pm Eastern  </b> <b>10:00-11:30am Pacific</b> <i>90 minutes</i></p>	<p>Learning Session 2</p> <p><a href="#">Zoom Link</a></p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> <li>• Team Structure and Function <ul style="list-style-type: none"> <li>○ Define the Team: Teamlet vs. Core vs. Extended</li> <li>○ Introduction to the Role of Medical Assistant (MA) and Different Models of Using the MA</li> </ul> </li> </ul> <p><u>Making Your Team Work</u></p> <ul style="list-style-type: none"> <li>• Team Development</li> <li>• Building a Collaborative Team Culture: Sharing the Care</li> <li>• 9 Elements and Huddles</li> </ul> <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> <li>• Global Aim Statement</li> </ul>

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Between Session 2 and Session 3	Team meetings	<p><u>Deliverables</u></p> <ul style="list-style-type: none"> <li>Discuss the results of your team's <i>Primary Care Team Practice Assessment; Team Leader Skills Self-Assessment; and Team Member Skills Self-Assessment</i> <ul style="list-style-type: none"> <li>What are your strengths and weaknesses?</li> <li>What surprised you?</li> </ul> </li> <li>Complete Step 3 in the Quality Improvement Workbook</li> </ul> <p><u>Team Leader Check-In Calls Dates:</u></p> <ul style="list-style-type: none"> <li>Wednesday December 18<sup>th</sup></li> </ul>
<p><b>Wednesday January 8<sup>th</sup>, 2025</b> <b>1:00-2:30 pm Eastern   10:00-11:30am Pacific</b> <i>90 minutes</i></p>	<p>Learning Session 3</p> <p><a href="#">Zoom Link</a></p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> <li>Core and Interprofessional Teams <ul style="list-style-type: none"> <li>Structure of the Team</li> <li>Enhanced Role of MA</li> <li>Evolution of Roles</li> </ul> </li> <li>Role of Registered Nurse and Medical Assistant in Team-Based Care</li> </ul> <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> <li>Process Maps</li> <li>Fishbone Diagrams</li> </ul>
Between Session 3 and Session 4	Team meetings	<p><u>Deliverables</u></p> <ul style="list-style-type: none"> <li>Complete Step 4 in the Quality Improvement Workbook</li> </ul> <p><u>Team Leader Check-In Calls Dates:</u></p> <ul style="list-style-type: none"> <li>Wednesday January 22<sup>nd</sup></li> <li>Wednesday January 29<sup>th</sup></li> <li>Wednesday February 5<sup>th</sup></li> </ul>
<p><b>Wednesday February 12<sup>th</sup>, 2025</b> <b>1:00-2:30 pm Eastern   10:00-11:30am Pacific</b> <i>90 minutes</i></p>	<p>Learning Session 4</p> <p><a href="#">Zoom Link</a></p>	<p><u>Team-Based Care</u></p> <ul style="list-style-type: none"> <li>Understanding and Overcoming Barriers</li> </ul> <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> <li>Specific Aim Statements</li> <li>Solution Storming</li> <li>PDSA Cycles</li> </ul>
Between Session 4 and Session 5	Team meetings	<p><u>Deliverables</u></p> <ul style="list-style-type: none"> <li>Complete Step 5 in the Quality Improvement Workbook</li> <li>Complete Step 6 in the Quality Improvement Workbook</li> </ul>

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		<u>Team Leader Check-In Calls Dates:</u> <ul style="list-style-type: none"> <li>Wednesday February 19<sup>th</sup></li> <li>Wednesday February 26<sup>th</sup></li> <li>Wednesday March 5<sup>th</sup></li> </ul>
<b>Wednesday March 12<sup>th</sup>, 2025</b> <b>1:00-2:30 pm Eastern  </b> <b>10:00-11:30am Pacific</b> <i>90 minutes</i>	Learning Session 5  <a href="#">Zoom Link</a>	<u>Team-Based Care</u> <ul style="list-style-type: none"> <li>Integrated Behavioral Health</li> <li>Role of Business Intelligence in Team-Based Care</li> <li>Population Health in Team-Based Care</li> </ul> <u>Quality Improvement</u> <ul style="list-style-type: none"> <li>PDSA Cycles</li> </ul>
Between Session 5 and Session 6	Team meetings	<u>Deliverables</u> <ul style="list-style-type: none"> <li>Complete Step 7 in the Quality Improvement Workbook</li> </ul> <u>Team Leader Check-In Calls Dates:</u> <ul style="list-style-type: none"> <li>Wednesday March 19<sup>th</sup></li> <li>Wednesday March 26<sup>th</sup></li> <li>Wednesday April 2<sup>nd</sup></li> </ul>
<b>Wednesday April 9<sup>th</sup>, 2025</b> <b>1:00-2:30 pm Eastern  </b> <b>10:00-11:30am Pacific</b> <i>90 minutes</i>	Learning Session 6  <a href="#">Zoom Link</a>	<u>Team-Based Care</u> <ul style="list-style-type: none"> <li>Meaningful Integration of HIT for Team-Based Care</li> <li>Role of Pharmacist in Primary Care</li> </ul> <u>Quality Improvement</u> <ul style="list-style-type: none"> <li>Standardization, Spread, and Playbooks</li> </ul>
Between Session 6 and Session 7	Team meetings	<u>Deliverables</u> <ul style="list-style-type: none"> <li>Complete Step 8 in the Quality Improvement Workbook</li> <li>Complete Step 9 in the Quality Improvement Workbook</li> </ul> <u>Team Leader Check-In Calls Dates:</u> <ul style="list-style-type: none"> <li>Wednesday April 16<sup>th</sup></li> <li>Wednesday April 23<sup>rd</sup></li> <li>Wednesday April 30<sup>th</sup></li> <li>Wednesday May 7<sup>th</sup></li> </ul>

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<b>Wednesday May 14<sup>th</sup>, 2025</b> <b>1:00-2:30 pm Eastern  </b> <b>10:00-11:30am Pacific</b> <i>90 minutes</i>	Learning Session 7  <a href="#">Zoom Link</a>	<u>Team-Based Care</u> <ul style="list-style-type: none"> <li>The Future of Team-Based Primary Care</li> </ul> <u>Quality Improvement</u> <ul style="list-style-type: none"> <li>Data Displays</li> <li>Monitoring Progress</li> <li>Sustaining the Quality Improvement Model</li> </ul>
Between Session 7 and Session 8	Team meetings	<u>Deliverables</u> <ul style="list-style-type: none"> <li>Send completed showcase template to <a href="mailto:angersm@mwhs1.com">angersm@mwhs1.com</a> by Wednesday May 21<sup>st</sup>, 2025</li> </ul> <u>Team Leader Check-In Calls Dates:</u> <ul style="list-style-type: none"> <li>Wednesday May 21<sup>st</sup></li> <li>Wednesday May 28<sup>th</sup></li> <li>Wednesday June 4<sup>th</sup></li> </ul>
<b>Wednesday June 11<sup>th</sup>, 2025</b> <b>1:00-2:30 pm Eastern  </b> <b>10:00-11:30am Pacific</b> <i>90 minutes</i>	Learning Session 8  <a href="#">Zoom Link</a>	<u>Showcase</u> <ul style="list-style-type: none"> <li>Leaders from participating organizations will offer their perspectives on their teams' work in the Learning Collaborative</li> </ul>
After the Collaborative	Team meetings	<u>Team Leader Check-In Calls Dates:</u> <ul style="list-style-type: none"> <li>Wednesday June 18<sup>th</sup></li> </ul> <u>Deliverables – complete by Friday June 27<sup>th</sup></u> <ul style="list-style-type: none"> <li>Complete the post-collaborative survey</li> <li>As a team, review and complete post-collaborative self-assessment surveys</li> </ul>
3-Month Check In Meeting: Date – To Be Determined		