National Health Center Training and Technical Assistance Partners (NTTAP) 2023-2026
Comprehensive and Team-Based Care Community of Practice (CoP)
Syllabus 2025-2026

Overview

The *Comprehensive and Team-Based Care Community of Practice (CoP)* is an 8-month participatory learning experience offered by the National Health Center Training and Technical Assistance Partners (NTTAP) on Clinical Workforce Development, funded by the Health Resources and Services Administration (HRSA), and hosted by Community Health Center, Inc. (CHCI) in Middletown, CT. The CoP is designed to provide federally funded 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 CoP will consist of eight videoconference-learning sessions with primary care teams from across the country, as well as quality improvement (QI) trainings, ongoing guidance 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 NTTAP created and validated survey instrument to identify opportunities for improvement, and will work between learning sessions to meet their aims.

Background

This CoP will combine the content, knowledge, and skills from the Objective 1 *Fundamentals of Comprehensive Care* and Objective 6 *Advancing Team-Based Care* CoPs. 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 CoP 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 designated team leader(s) to guide the team through the work of the CoP. The CoP 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 CoP

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 (QI) 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 CoP activities.

Deliverables

As evidence of learning and participation in the CoP, 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

CoP Structure

- Monthly eight 90-minute sessions via Zoom
- Weekly 60-minute calls between NTTAP faculty and health center team leader(s)
- Weekly internal health center team working meetings
- Weitzman Education Platform (WEP) for CME credit or participation hours

SYLLABUS

The following syllabus provides an overview of the topics that will be covered during the eight, monthly 90-minute learning sessions.
The syllabus is subject to change in order to best meet the learning needs of the cohort. The deliverables are meant to help you structure your team meetings in order to keep you on track, and help you to identify areas of improvement and better understand your practice.

Date	Activity	Topics and Assignments
November 2025	Pre-work	**Pre-Work** • Identify your team members and team leader(s), and send contact information to Meaghan Angers, angersm@mwhs1.com • Review the CoP syllabus, learning session schedule, and Quality Improvement (QI) Workbook • Read the introduction to the QI Workbook • Register for the Weitzman Education Platform with the directions provided to become familiar with its use, and if you wish to receive CME credit or participation hours **Deliverables** • Prepare a brief introduction about your health center and team to present in Session 1 using the template sent in the "Welcome" email. Send slides to Meaghan Angers, angersm@mwhs1.com • Obtain and review UDS Data to choose a measure for your QI project • Begin the self-assessment deliverables under Step 2 of the QI Workbook
Part 1: October 29th 1:00-3:00pm ET | 10:00am-12:00pm PT **Part 2: October 31st 1:00-3:00pm ET | 10:00am-12:00pm PT**	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

November 5th, 2025 1:00-2:30pm ET | 10:00-11:30am PT Learning Session 1 [Zoom Link](#)	Introductions
	• Introduction to Community Health Center, Inc. (CHCI), Center for Primary Care Excellence (CEPC), the NTTAP team and faculty
	• Health Center Team Introductions
	• Overview of CoP structure, roles, and expectations
	
	Making Your Team Work
	• Role of Leadership in Supporting Team-Based Care
	
	Fundamentals of Comprehensive Care:
	• Foundations of Team-Based Care
	    o Foundational Concepts and Roles of Team Members
	    o Understanding Your Health Center's Model of Care
	
	Quality Improvement
	• Assessing Your Practice
	• Role Activity Assessment

Between Session 1 and Session 2	Deliverables • Complete Step 1 in the Quality Improvement Workbook • Complete Step 2 in the Quality Improvement Workbook Team Leader Check-In Calls Dates • November 12th, 2025 at 1pm ET | 10am PT • November 19th, 2025 at 1pm ET | 10am PT • November 26th, 2025 at 1pm ET | 10am PT
December 3rd, 2025 1:00-2:30pm ET | 10:00-11:30am PT Learning Session 2 [Zoom Link](#)	Fundamentals of Comprehensive Care: • Primary Care Challenges • Triple and Quadruple Aim • 10 Building Blocks of Primary Care • Building a Team Culture: Sharing the Care Quality Improvement • Developing a Communication Plan and Stakeholder Analysis • Global Aim Statement

Between Session 2 and Session 3		**Deliverables** • Discuss the results of your team's *Primary Care Team Practice Assessment; Team Leader Skills Self-Assessment; and Team Member Skills Self-Assessment*: What are your strengths and weaknesses? What surprised you? • Complete Step 3 in the Quality Improvement Workbook **Team Leader Check-In Calls Dates** • December 10th, 2025 at 1pm ET | 10am PT • December 17th, 2025 at 1pm ET | 10am PT • January 7th, 2026 at 1pm ET | 10am PT

January 14th, 2026
 1:00-2:30pm ET |
 10:00-11:30am PT
	Learning Session 3
	
	 Zoom Link
		Fundamentals of Comprehensive Care:
		 • Team Structure and Function
		     o Define the Team: Teamlet vs. Core vs. Extended
		     o Introduction to the Role of Medical Assistant (MA) and Different Models of Using the MA
		
		 Advanced Team-Based Care
		 • Role of Registered Nurse and Medical Assistant in Team-Based Care
		
		 Making Your Team Work
		 • Team Development
		 • Change Management
		
		 Quality Improvement
		 • Process Maps
		 • Fishbone Diagrams

Between Session 3 and Session 4		**Deliverables** • Complete Step 4 in the Quality Improvement Workbook **Team Leader Check-In Calls Dates:** • January 21st, 2026 at 1pm ET | 10am PT • January 28th, 2026 at 1pm ET | 10am PT

February 4th, 2026 1:00-2:30pm ET | 10:00-11:30am PT	Learning Session 4 Zoom Link	Fundamentals of Comprehensive Care • Core and Interprofessional Teams o Structure of the Team o Enhanced Role of MA o Evolution of Roles Quality Improvement • Specific Aim Statements • Solution Storming • PDSA Cycles
Between Session 4 and Session 5		Deliverables • Complete Step 5 in the Quality Improvement Workbook • Complete Step 6 in the Quality Improvement Workbook Team Leader Check-In Calls Dates: • February 11th, 2026 at 1pm ET | 10am PT • February 18th, 2026 at 1pm ET | 10am PT • February 25th, 2026 at 1pm ET | 10am PT
March 4th, 2026 1:00-2:30pm ET | 10:00-11:30am PT	Learning Session 5 Zoom Link	Fundamentals of Comprehensive Care • Understanding and Overcoming Barriers Advanced Team-Based Care • Integrated Behavioral Health • Data-Driven Improvement
Between Session 5 and Session 6		Deliverables • Complete Step 7 in the Quality Improvement Workbook Team Leader Check-In Calls Dates • March 11th, 2026 at 1pm ET | 10am PT • March 18th, 2026 at 1pm ET | 10am PT • March 25th, 2026 at 1pm ET | 10am PT

April 1st, 2026 1:00-2:30pm ET | 10:00-11:30am PT	Learning Session 6 Zoom Link	Advanced Team-Based Care • Meaningful Integration of Health Information Technology (HIT) for Team-Based Care • Patient-Team Partnership and Communication • Role of Pharmacist in Primary Care
Between Session 6 and Session 7		Deliverables • Complete Showcase Template for Session 8 and send to Meaghan Angers, angersm@mwhs1.com • Review Step 8 in the Quality Improvement Workbook • Review Step 9 in the Quality Improvement Workbook Team Leader Check-In Calls Dates • April 8th, 2026 at 1pm ET | 10am PT • April 15th, 2026 at 1pm ET | 10am PT • April 22nd, 2026 at 1pm ET | 10am PT • April 29th, 2026 at 1pm ET | 10am PT
May 6th, 2026 1:00-2:30pm ET | 10:00-11:30am PT	Learning Session 7 Zoom Link	Advanced Team-Based Care • Artificial Intelligence and the Future of Primary Care • Recruitment and Retention Quality Improvement • Standardization, Spread, and Playbooks • Data Outcome and Displays • Monitoring Progress • Sustaining the Quality Improvement Model
Between Session 7 and Session 8		Deliverables • Complete Showcase Template for Session 8 and send to Meaghan Angers, angersm@mwhs1.com • Complete Step 8 in the Quality Improvement Workbook • Complete Step 9 in the Quality Improvement Workbook Team Leader Check-In Calls Dates • May 13th, 2026 at 1pm ET | 10am PT • May 20th, 2026 at 1pm ET | 10am PT • May 27th, 2026 at 1pm ET | 10am PT

June 3rd, 2026 1:00-2:30pm ET | 10:00-11:30am PT	Learning Session 8 [Zoom Link]	Showcase • Leaders from participating organizations will offer their perspectives on their teams' work in the CoP

After the CoP		Deliverables
		• Submit drafted/completed deliverables to the Google Drive: https://drive.google.com/drive/folders/1b-VvXQv2UuwnFk8aK2a9QJ2xtu9_kkK8?usp=drive_link
		• Complete the post-CoP evaluation survey: https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_0HQvVPV4X5WdI6a
		• As a team, review and complete post-CoP self-assessment surveys:
		   o As a team, complete the Primary Care Team Guide Self-Assessment: https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_5nGK3Wr2zj9UiW2
		   o Ask the team leader(s) to complete the Team Leader Skills Self-Assessment: https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_bOVNtTJgaQPuHLU
		   o Ask each team member to complete the Team Member Skills Self-Assessment: https://Qualtrics.ca1.qualtrics.com/jfe/form/SV_bejBj9Sq0Xp7KZg
		
		Team Leader Check-In Calls Dates:
		• June 10th, 2026 at 1pm ET | 10am PT

3-Month Check In Meeting: Date – Thursday September 3rd at 1pm ET | 10am PT		