

Getting to the “How” of Team-Based Care: A Dialogue Circle Webinar on October 22, 2020

Resource co-developed by webinar participants answering the question:

What strategies have or have not worked well for you or a team you’re supporting when transitioning to a team-based care model? Please share a specific example(s).

<p>What has worked well: regular team meetings. Focusing on what’s important – supporting each other, providing access to high quality care, being of service. Being able to have “tough” conversations with the team in a safe environment. It’s shining a light on some of the hidden challenges of hierarchy or perceived hierarchy and roles, scope of practice, etc.</p>	<p>The CHC model has worked well for us – looking at patient needs (as a population) and then working towards what / who / how we can help.</p>
<p>Co-location: I cover 3 clinics. For the clinics where I am physically in the space, it has made a significant positive impact in the work that I am able to do and the support we can provide to patients as a team. For the 3rd clinic where I am not physically in the space, there is an obvious gap. The care is still high quality, but the “silo” is a real challenge (even though clinicians and providers are engaged).</p>	<p>Having and taking the time to learn together. Building a teamwork agreement Working to identify and clarify roles amongst team members Being fluid and agile Still connecting for rapid huddles</p>
<p>Developing a vision that includes TBC or relationship-based care that can be constantly referenced back to and used as a guide</p>	<p>It’s been challenging to break down the definition of Team Based Care and Primary Care lens. Thinking OUTSIDE of Physician, Nurse and looking at WHOLE care. Dentists, Physio, Massage, Social Work, Cultural Support, Wellness Workers, Dietitians, WHOLE HEALTH is Primary Care.</p>
<p>As we move forward a conscious commitment to engaging the participants in the design of the TBC model, the providers within it – this slows us down but in the end we hope it will increase engagement and ownership not only of TBC but of and within a PCN</p>	<p>Teamwork needs to be purposeful. For example, you need to identify a gap and work together as a team to come up with processes that can be implemented as agreed to by all stakeholders. Team mapping is a perfect tool to enable this.</p>
<p>Team mapping and team canvas have been important tools. Clear definitions of roles! patience and trust! Yes! Trust!</p>	