

Team-Based Care Learning and Action Summary

The learning and action summary pulls together the guidance and resources¹, videos², and guidance shared during various learning events and organizes content, so that you can easily reference materials as you implement team-based care in your practice. This guide provides content and resources that complement suggested implementation approaches provided in the [CPC+ Implementation Guide](#).

Build Your Practice's Capacity for Improvement

Action	Resource
Learn how to manage change.	Watch IHI's short video on the Model for Improvement .
Learn how to design tests of change.	Watch IHI's short video on how to create PDSA cycles.
Learn how to track progress.	Watch IHI's short video on how to create and interpret a run chart .

Understand Team-Based Care in CPC+

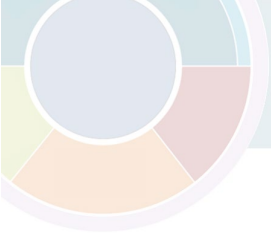
Action	Resource
Review the foundations of team-based care. <ul style="list-style-type: none">• Work together as a team that includes clinical and non-clinical staff.• Assign care team roles and responsibilities for effective teamwork.• Delegate direct patient care activities to specific care team members.	<ul style="list-style-type: none">• Review the Key Concepts section of the CPC+ Implementation Guide.• Review Function 5: Planned Care and Population Health in the Care Delivery Resource.• Review IHI's methods to Optimize the Care Team.

Define and Determine Your Approach to Team-Based Care

Action	Resource
Review how practices are defining team-based care.	<ul style="list-style-type: none">• Review how other practices define team-based care:<ul style="list-style-type: none">○ Defining Team-Based Care ⓘ○ What Does Team-Based Care Mean to The Patient? ⓘ

¹ Some of the resources listed in this summary report, including tools shared by other practices, reside on [CPC+ Connect](#). To directly access these links, log in to your CPC+ Connect account first. If you are not logged in to your CPC+ Connect account and select one of these links, you will be directed to the website login page. Log in to the website, then return to this document and select the link again to open a new window.

² ⓘ This icon denotes a live video clip and provides alternative text describing video clip contents. Hover over this icon with your cursor to view video descriptions.



Create an Effective Care Team and Team-Based Approach to Care

Action	Resource
<p>Create an effective care team.</p> <ul style="list-style-type: none"> Assess your care team and workflows. Define roles and responsibilities to ensure care team members work at the top of their license. Provide training opportunities to care team members. Determine whether it is necessary to add new members or maximize current roles in your practice. 	<ul style="list-style-type: none"> Determine your care team structure: <ul style="list-style-type: none"> Use a Pod Structure to Improve Collaboration Between Care Team Members and Patients ⓘ Use a Swim Lane to Designate and Assess Care Team Roles and Responsibilities ⓘ Watch Leveraging the Whole Team for Planned Care to learn about how Dr. Randy Walker of the Family Practice and Allergy Clinic optimized his practice's flow of care in CPC Classic. ⓘ Listen to the CPC+ Building A Team-Based Culture to Achieve CPC+ Goals podcast and watch the associated office hours webinar. ⓘ Review tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> Back Pain Swim Lane Process
<p>Implement team-based care activities in your practice.</p> <ul style="list-style-type: none"> Examine how to use pre-visit planning, huddles, and team communication. Implement the use of clinical decision support, standing orders and protocols. 	<ul style="list-style-type: none"> Empower your team using collaborative team activities and training: <ul style="list-style-type: none"> What are Huddles? ⓘ Steps for Effective Huddles ⓘ Use Huddles to Build Trust and Debrief on Team Activities ⓘ Implement Clinical Decision Support to Empower Your Team ⓘ Listen to the CPC+ Tactics to Go Ep. 2 - Working Upstream - The Shift to Proactive Population Health podcast. ⓘ Watch the Utilizing Pre-Visit Planning Tools and Teamwork video. ⓘ Review tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> Family Medicine Huddles Diagram

Improve Care Team Efficiency

Action	Resource
<p>Identify opportunities to optimize care team responsibilities.</p> <ul style="list-style-type: none"> Use practice data to inform improvements in quality, utilization, and patient care. Improve engagement across patients and practice staff. 	<ul style="list-style-type: none"> Optimize Your Care Team Workflow ⓘ Use Your Care Team to Educate Patients on Preventative Care and Chronic Conditions ⓘ Use data to drive quality improvement and patient care: <ul style="list-style-type: none"> How Can You Use Data to Create a Culture of Improvement and Drive Care? ⓘ Integrate Health IT and Data to Optimize Your Care Team Approach ⓘ

Network with Practices Like Yours

Action	Resource
<p>Collaborate with other practices implementing team-based care.</p> <ul style="list-style-type: none"> Post questions and share resources on CPC+ Connect. Join discussions in affinity groups with practices around the country that share your same health IT vendor to find information on how to optimize application of your electronic health record. 	<ul style="list-style-type: none"> Join in on the conversation and share best practices on CPC+ Connect. Explore the frequently asked questions (FAQs), called “Articles,” available on CPC+ Connect. <ul style="list-style-type: none"> Search for FAQs using the CPC+ Connect universal search bar or scan the Articles tabs in the Topics pages.

Resource Quick Access List

This section of the resource and action guide provides a summary list of resources and links.

Resource Category	Resource Type	Link
<p>National Webinars</p> <p>CPC+ national webinars are one-hour learning events that deliver content on specific CPC+ change concepts. Links to national webinars that relate to team-based care are listed on the right.</p>	<p>CPC+ Building a Team-Based Culture National Webinar</p>	<p>CPC+ Building a Team-Based Culture Office Hours ⓘ</p>
<p>Learning Products</p> <p>CPC+ learning products include on-demand videos and podcasts. Links to learning products that relate to team-based care are listed on the right.</p>	<p>Learning Products</p>	<p>CPC+ Building A Team-Based Culture to Achieve CPC+ Goals Podcast ⓘ</p> <p>CPC+ Tactics to Go Ep. 2 - Working Upstream - The Shift to Proactive Population Health Podcast ⓘ</p>
<p>Action Group (AG) Webinars</p> <p>Action Groups provide a deeper dive into specific CPC+ change concepts and change tactics. Action Groups are three sessions long, span a period of six weeks, and provide an environment for practices to learn, collaborate, and implement small tests of change over time. Links to each session on team-based care are listed on the right.</p>	<p>Action Group 10 (AG010) The Building Blocks of Team-Based Care: Getting Started</p>	<p>AG010 Session 1 ⓘ</p> <p>AG010 Session 2 ⓘ</p> <p>AG010 Session 3 ⓘ</p>
<p>Resources Shared by CPC+ Practices</p> <p>The following templates, guides, and resources on team-based care were developed by practices and shared on CPC+ Connect.</p>	<p>Building a Care Team</p>	<p>Back Pain Swim Lane Process</p>
	<p>Implementing Team-Based Care Activities</p>	<p>Family Medicine Huddles Diagram</p>