# Working Together

**PSP Team Based Care Learning Series**

Session:         TBC Practice Approach
Tool:             Working Together
Deliverable:   Create an ongoing plan to share information and build the team

**Activity Description:** Team members determine the most appropriate team functioning tools to support ongoing communication and teambuilding and patient-centred care.

**Tools:**

This activity builds on the below tools completed as part of earlier PSP TBC learning sessions.

- TBC Preparation Checklist (Foundations)
- Team Toolkit (Team Functioning)

1. Review your TBC Preparation Checklist.  Does this still apply?  Revise as needed.
2. Use the Team Toolkit decision matrix to determine the best tools for your team.  If you would like to include others, please add them.
3. Consider setting a time period to trial this process and identify a date and occasion when you would review as a team and revise if needed.  Discuss how you would determine if it's working for you.

# TBC Practice Approach

**Team-Based Care Content**

Session:     TBC Practice Approach
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| Tool | Objective<br><br>(For what reasons would you choose this tool? What do you want to accomplish?) | When would you use this?<br><br>(e.g. every second Monday at 9am, daily, etc.) | Who will be responsible for coordinating this?<br><br>(if it alternates, indicate when this would occur, and how each person would know when they are responsible) |
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# TBC Practice Approach

**Team-Based Care Content**

Session:        TBC Practice Approach
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Bring these completed tools:

**TBC Preparation Checklist**
*From session: Foundations*

**Team Toolkit**
*From session: Team Functioning*

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## Foundations of Team-Based Care
**Team-Based Care Content**

Session:        Foundations of Team-Based Care
Tool:           TBC Preparation Checklist

**Activity Description:** This check list outlines a range of items related to team-based care which are useful to explore as you begin/continue your TBC journey.

- Are the roles and responsibilities of each team member clearly defined, based on their scopes of practice and also the individual's knowledge, skill, and ability?
- Does every team member know their role and the role of the other team members?
- How will health care decisions be made? Who is responsible and therefore accountable for health delivery decisions?
- Is there a quality assurance mechanism to monitor the team function and health outcomes?
- What are the anticipated health care outcomes the team is striving to achieve?
- Has the patient remained an integral if not a central member of the team?
- How will the team manage patient expectations and respond to patient concerns?
- Is there a sound policy and procedural framework in place to define and support the team function?
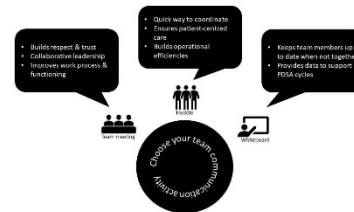- Does the team have sufficient resources to achieve the desired health outcome?

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## Team Toolkit
**Team-Based Care Content**

Session:        Team Functioning
Resource:       Team Toolkit
Activity:       Identify tools to support team functioning

Activity description: In this activity participants will select from some optional tools to support team functioning and consider how to implement the tool in practice.

1. Look at the tools below and see which ones may be of interest.
2. Use the table to select tools that would support your team and fit best into your practice.
3. Pick one or two, consider how to implement the tool in your practice. (sample tools provided)

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## Team Toolkit
**Team-Based Care Content**

Session:        Team Functioning
Resource:       Team Toolkit
Activity:       Identify tools to support team functioning

| | Team Meeting | Huddle | White Board | Your Ideas |
|---|---|---|---|---|
| Why to use? | Practice collaborative leadership Build trust and respect Improve work process and functioning | Prepare for the day Anticipate patient needs Get instant updates Review any improvements that need to be made (QI) | Visual displays of information that provide effective ways to make adjustments | |
| How long does it take? | 1-2 hours | 5-10 minutes | Ongoing updates Asynchronous (not all team members have to be together at the same time) | |
| When to use? | Weekly/monthly | Daily/Multiple times per day | Daily/weekly | |
| When not to use | For urgent issues related to patient care | To make long-term plans | for topics that require discussion/ further information | |
| How to use? | Schedule regularly Create engaging agendas | Meet briefly as a team around an EMR to quickly plan the day for | Set goals for information sharing | |