

# Vancouver PCN Team-Based Care Education Series

## Overview

As the Primary Care Network (PCN) work develops, the Vancouver Division of Family Practice (VDoFP) is dedicated to supporting members in reaping the benefits of team-based care for their practice and patients through access to education, tools, and resources. As such, UBC Division of Continuing Professional Development (UBC CPD) has been contracted to lead the design and delivery of a tailored team-based care CPD initiative for family physicians and their teams. The goal of this project is to ensure sustainability of the new PCN model of team-based care by improving (1) an understanding of team member scope of practice and roles, (2) communication, (3) collaborative leadership, and (4) clinic workflows to support team-based care.

Recognizing that the project objectives would be difficult to achieve in isolation, UBC CPD proposes that the principles of **Collective Impact** be drawn upon to facilitate sustainable collaborations with the aim of achieving impactful change. To achieve collective impact, it will be integral for key stakeholders to agree on a shared vision, joint plan of action, and key indicators of success.

Collective Impact is defined as a group of stakeholders from different sectors committing to a common agenda to address a broad, complex social challenge.

## Collective Impact Agreement

*Our shared vision is to enable learning and ongoing supports to sustain successful team-based care in Vancouver primary care networks.*

To advance the efforts and communication of the Collective Impact Group, we have created this agreement to define how we will work together. Please note that each member of this group is responsible and accountable to uphold this agreement as well as your outlined roles and responsibilities as we work collaboratively to meet the above shared vision, as well as the outcome of our learners, their teams, and patients.

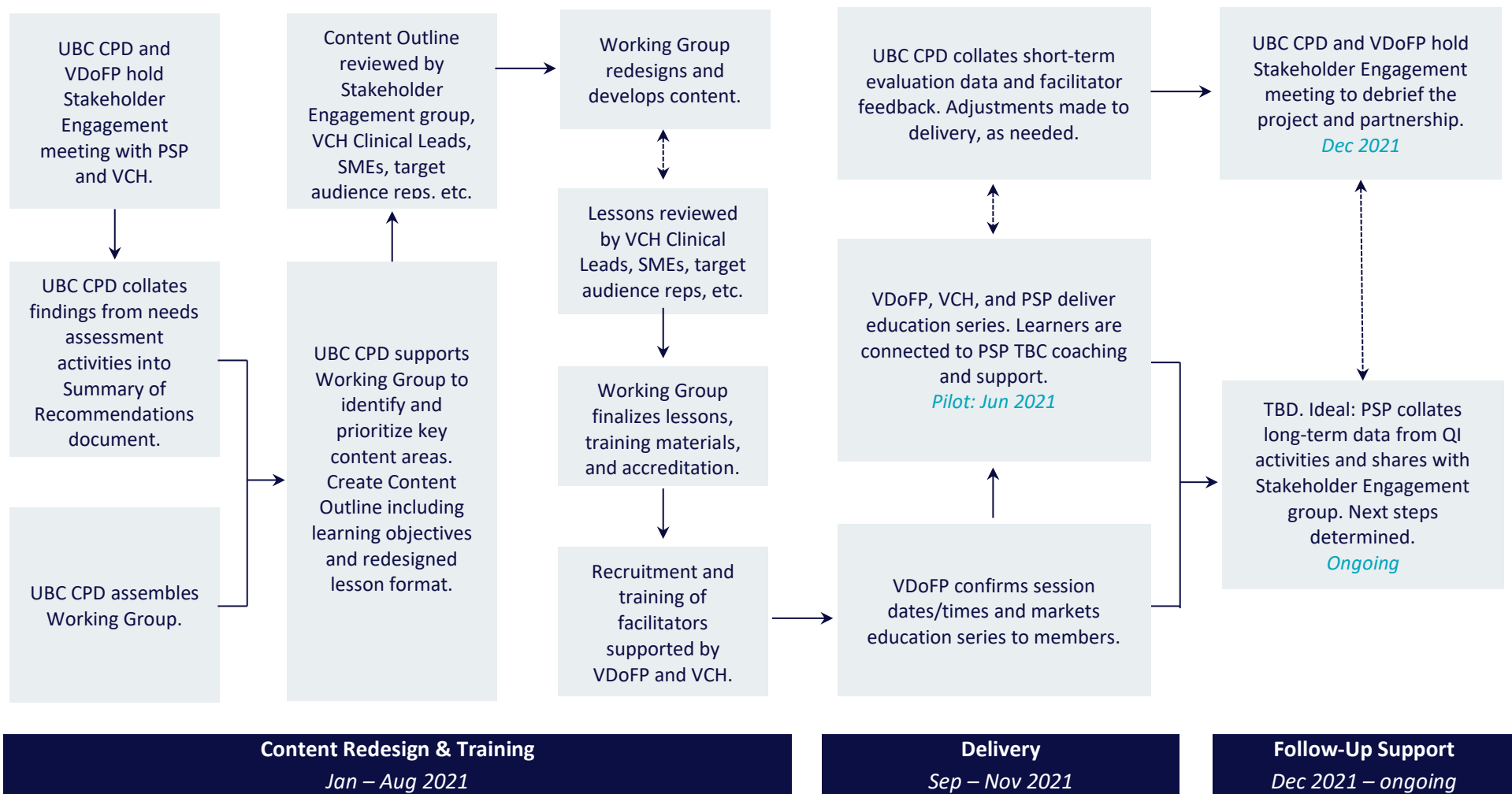
Participating members will include:

- Asal Delfani, PCN Manager (VCH)
- Brian Rowland, PCN Developments Director (VDoFP)
- Elle Amin, Community Network Manager (VDoFP)
- Eric Eligh, PCN Clinical Educator (VCH)
- Erin Lutz, TBC Liaison (DoBC)
- Josefa Kontogiannis, Regional Manager for VCH (PSP)
- Kasia Nadezhda, Community Nurse Practice Lead (VCH)
- Kathryn Young, Senior Manager (UBC CPD)
- Linda Chau, Regional Clinical Educator (VCH)
- Rose Gidzinski, PCN Developments Director (VDoFP)
- Saori Yamamoto, Community Network Manager (VDoFP)
- Sarah Tajani, Learning & Curriculum Manager (UBC CPD)
- TBD, Team-Based Care Coach (PSP)

## Roles & Responsibilities

As a facilitator of relationships, UBC CPD commits to serving as the backbone support to provide coordination of the project and ensure continuous, open communication to participating organizations. Roles and responsibilities of organizations represented by the Collective Impact Group are outlined below.

Please note that as the project progresses, roles and responsibilities may evolve to streamline and improve processes.



## Key Indicators of Success

**DEFINITIONS.** **Inputs** are key resources that go into making the program possible. **Activities** are the primary, intentional mechanism by which the program outcomes are achieved. We recognize that there are parallel activities and resources available to support learners on their journey to implementing a team-based care approach in practice (e.g. VCH TBC Orientation). Such activities and resources will be considered when designing our education strategy and key messaging will be integrated, as appropriate. **Outputs** are the by-products created as a result of an activity taking place. **Outcomes** are short-midterm changes directly connected to Activities, typically including awareness, knowledge, attitudes, behaviours, skills, and decision-making. **Impacts** are ultimate aspirational changes directly connected to Outcomes, typically involving systemic changes in the long-term. Measurement of impacts will require a long-term evaluation strategy, and therefore some identified impacts may be out of the scope for this project.

| Inputs                             | Activities   | Outputs   | Outcomes   | Impacts  |
|------------------------------------|--|---|--|--|
| Program Funding                    | Vancouver PCN Team Based Care Education Series                         | # of education offerings                          | Improved understanding of team member scope of practice and roles  | Cross-organization support and data sharing for improved system outcomes   |
| VDoFP Project Leads & Leadership   |  | # of topics covered                               |  |  |
| UBC CPD Project Leads & Leadership |  | # of resources                                    | Improved communication between team members                        |  |
| VCH Program Managers               | PSP Practice Facilitation Framework                                    | # of participating Division members               |  | Adoption of sustainable and high-quality team-based care in Vancouver PCNs |
| DoBC TBC Liaison                   |  | # of participating interprofessional team members |  |  |
| PSP Central                        |  | PSP TBC Coaching Services                         | # of participating PCNs  | Increase in confidence to facilitate collaborative leadership              |
| Physician Champion(s)              | # of physicians committed to using PSP Practice Facilitation Framework |   |  |  |
| Subject Matter Experts             | BCPSQC TBC Resource Hub  |   | # of clinics signed up for TBC coaching                            | Improved clinic workflows to support team-based care                       |
| VDoFP PCN Committees               |  | # of collaborating organizations                  |  |  |
| VCH Clinical Leads                 |  |   |  | Increased capacity and sustainability of team-based care in PCN            |
| PSP TBC Coaches                    |  |   |  |  |
| UBC Health                         |  |   | Increased access and awareness of available resources and services |  |
| BCPSQC                             |  |   | Improved collaboration between organizations                       |  |

## ASSUMPTIONS

- Funding and resources will continue to be dedicated towards transitioning Vancouver physicians into PCNs.
- VDoFP and UBC CPD leadership are engaged in and support this work.
- VDoFP and UBC CPD teams will have capacity to complete this work.
- Identified partners (DoBC, PSP, VCH) are engaged and interested in completing this work.
- Other identified stakeholders (Physician Champions, SMEs, VCH Clinical Leads, PSP TBC Coaches) are engaged and interested in participating in this work.
- Learners and participants are engaged and committed to this work.
- Existing partnerships and programs (e.g., PSP Practice Facilitation Framework and TBC Coaching) will be maintained.

## EXTERNAL FACTORS

- Ministry of Health priorities and funding alignment.
- Priorities changing due to COVID-19 response.
- Health care system capacity.
- Community and Primary Care Redesign (PCN & PMH).
- Structural and/or other changes in partnering organizations.
- New and emerging best practices for team-based care.

## Commitment

On behalf of [ORGANIZATION], I hereby commit to upholding this agreement and the outlined roles and responsibilities above as we work collaboratively to meet our shared vision and positively impact the outcome of our learners, their teams, and patients.

The collaboration values we commit to include:

- Respect;
- Openness and direct communication;
- Completion of tasks for which we are responsible; and
- Timely communication of organizational changes that may impact the work.

[SIGNATURE]

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[DATE]

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