Vancouver PCN Team-Based Care Education Series

Content Outline

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.

The overarching goal of this project is to lead the design and delivery of a team-based care education series for family physicians in Vancouver and the teams they will be working with. This initiative will assess the needs of the health care teams within Vancouver’s PCN and redesign existing education to meet those needs. Learning sessions will be tailored based on two models of team-based care in practice (i.e. clinics with integrated PCN resources with access to interprofessional teams and clinics with access to interprofessional teams only).

Overarching considerations

* Education needs to be flexible and dynamic to accommodate busy schedules and learning styles.
  + Tailor education based on audience composition
  + Case studies and examples are highly valued
  + Provide learners with choices to promote self-concept
  + Incorporate opportunity for learners to reflect on their personal experiences
  + Apply best practices in virtual learning and teach features to promote interactivity and engagement between facilitators, team members, and peers
* Include important themes to ensure content is practical, meaningful and relevant:
  + Attaining buy-in and developing a positive alliance
  + Psychological safety
  + Communication and collaboration
  + Team roles and responsibilities
  + Workflow integration
  + Patient-centred care
  + Shared decision making
  + Practice improvement
* Strong preference for “just in time” resources.
  + Provide practical resources and guidance for follow-up application steps
  + Link out to existing provincial and community-based resources, where appropriate
  + Identify resource gaps

team-based care education series

**Time & Format:** ~8.5-hour interactive virtual education series (2-2.5 hours per session)

**Credits:** up to 17.0 Mainpro+ credits

**Target audience:** VDoFP members and their teams who are using the PCN model in practice

**Facilitators**: co-facilitated by team-based care experts, PSP coaches in break out rooms, and IPTs

*Notes: Customize education based on practice realities (i.e. co-located teams vs. accessing IPTs).*

*Utilize an iterative approach to education to provide learners with opportunities to share lessons learned between sessions and use feedback to inform subsequent sessions.*

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| *Session 1*  **Recognizing Your Team** | *Session 2*  **Understanding Scope & Roles** | *Session 3*  **Optimizing Communication** | *Session 4*  **Practice Integration & Workflow** |
| **Resource Hub**  *A robust hub consisting of downloadable resources and a curated list of relevant links and references will be available to learners on the UBC CPD website. Will include tailored resource packages by specific health care profession. Additionally, common questions asked during the sessions will be collected and responded to by a subject matter expert.* | | | |
| **Quality Improvement in Practice**  *Referral to PSP Team-Based Care Coaching Services* | | | |

Session 1: Recognizing Your Team

**Suggested Learning Objectives**

By the end of this session, participants will be able to:

1. Define team-based care.
2. Describe the barriers and enablers to establishing a successful model in practice.
3. Identify team members in your practice setting.
4. Recognize your team’s values to facilitate the development of a shared vision.

**Suggested Learning Format & Agenda**

* Interactive virtual education series utilizing Zoom features to promote learner engagement and small-group case-based learning opportunities.
  + Pre-session. While we get ready, please share in the chat:
    - Your name, what brings you here, and one thing you hope to leave with today
    - Needs to be documented and shared with PSP Coaches post-session
  + Introduction [15 min]
    - Land honouring, facilitator introductions, review of agenda, ground rules/housekeeping
    - Review common themes from chat prompts
  + Benefits, barriers, and successful models in practice [25 min]
    - What is the goal of team-based care and how can it support you within the current practice landscape? (PCN access to interprofessional team hubs vs. co-located teams)
    - Advantages of interprofessional health team/networks and the power of perspectives
    - Barriers in practice to integrating team-based care
    - Sharing stories of overcoming barriers to establish successful models in practice
  + Team mapping to recognize your team [25 min]
    - What does your current team look like? Who are they? Where are they located?
    - How can the team-based care model benefit your team?
    - What are your team’s shared values?
    - How to establish a shared purpose using inclusive language with your team
  + Break [10 min]
  + Small-group case study discussion [30 min]
    - What would be your role in the care of this patient?
    - Who else would be involved in the care of this patient? What would be their role? How would you find out?
  + Wrap-up [15 min]
    - Debrief and summary of key learnings
    - Review key resources/tips (e.g. create a robust and living practice level agreement and outline what your team stands for)
    - Optional challenge led by PSP
    - Next session: understanding scope and roles
    - Evaluation, thank you, adjourn

Session 2: Understanding Scope & Roles

**Suggested Learning Objectives**

By the end of this session, participants will be able to:

1. Create a shared understanding amongst team members regarding scope of practice and roles to enable streamlined work processes.
2. Apply common and inclusive language structure amongst team members to ensure clear communication.
3. Identify and mitigate role overlap and power differentials in practice.

**Suggested Learning Format & Agenda**

* Interactive virtual education series utilizing Zoom features to promote learner engagement and small-group case-based learning opportunities.
  + Pre-session. While we get ready, please share in the chat:
    - Your name, what brings you here, and one thing you hope to leave with today
    - Needs to be documented and shared with PSP Coaches post-session
  + Introduction [10 min]
    - Land honouring, facilitator introductions, review of agenda, ground rules/housekeeping
    - Review common themes from chat prompts
  + Recap of last session and follow-up questions/lessons learned [10 min]
  + Role clarification and understanding [30 min]
    - Deconstructing the importance of role understanding
    - Building a shared and individualized understanding of team roles and scope of practice with PCNs including profession and IPT boundaries/limitations
    - Developing a common and inclusive language between professions
    - Role overlap, shared power between team members, and navigating power differentials in varying contexts
  + Building connections with PCN IPTs [30 min]
    - Groups rotate in breakout rooms to meet with each PCN IPT member.
  + Break [10 min]
  + Small-group case study discussion and team mapping to address role overlap [45 min]
    - What would be your role in the care of this patient?
    - What would be the roles of your team members in the care of this patient?
    - In what areas do roles overlap? What is the most appropriate scope for each team member? How can these roles be coordinated? What kind of collaboration is needed?
    - In what areas do roles not overlap? How can patient care be coordinated given the different roles of the team members? Are there any gaps that need to be addressed? How would you address them?
  + Wrap-up [15 min]
    - Debrief and summary of key learnings
    - Review key resources/tips (e.g. sit in on each other’s roles)
    - Optional challenge led by PSP
    - Next session: optimizing communication
    - Evaluation, thank you, adjourn

Session 3: Optimizing Communication

**Suggested Learning Objectives**

By the end of this session, participants will be able to:

1. Recognize common challenging communication patterns in a team-based care setting.
2. Identify and apply the qualities of a learning conversation.
3. Apply an evidence-based approach to optimize communication skills in team-based care.

**Suggested Learning Format & Agenda**

* Interactive virtual education series utilizing Zoom features to promote learner engagement and personal cases used to enhance learning opportunities.
  + Pre-session. While we get ready, please share in the chat:
    - Your name, what brings you here, and one thing you hope to leave with today
    - Needs to be documented and shared with PSP Coaches post-session
  + Introduction [10 min]
    - Land honouring, facilitator introductions, review of agenda, ground rules/housekeeping
    - Review common themes from chat prompts
  + Recap of last session and follow-up questions/lessons learned [10 min]
  + Building patient-centred and interprofessional communication into workflow [10 min]
    - Building a foundation of trust and psychological safety to strengthen the alliance
    - Ensuring communication is culturally and trauma-informed
  + Communication challenges in team-based care [20 min]
    - Your story vs. their story; honouring experiences and perspectives
    - A story’s layers: the bidirectional impact of our assumptions, feelings, and values
    - Universal human values: importance of understanding your team’s values/perspectives
    - Mapping formal and informal communication barriers within PCN models
  + Break [10 min]
  + Optimizing communication [45 min]
    - Moving into a learning conversation to promote psychological safety
    - Four dimensions of the experience cube: observations, thoughts, feelings, and wants
    - Experiential listening and describing to build understanding and acceptance
    - Practical application of the experience cube in team-based care
  + Wrap-up [15 min]
    - Debrief and summary of key learnings
    - Review key resources/tips
    - Optional challenge led by PSP
    - Next session: optimizing communication
    - Evaluation, thank you, adjourn

Session 4: Practice Workflow & Integration

**Suggested Learning Objectives**

By the end of this session, participants will be able to:

1. Identify enablers and barriers of effective team functioning.
2. Describe strategies to support customized team development for your team.
3. Use resources to support the integration of an effective team-based care model into practice workflow.

**Suggested Learning Format & Agenda**

* Interactive virtual education series utilizing Zoom features to promote learner engagement and personal cases used to enhance learning opportunities.
  + Pre-session. While we get ready, please share in the chat:
    - Your name, what brings you here, and one thing you hope to leave with today
    - Needs to be documented and shared with PSP Coaches post-session
  + Introduction [10 min]
    - Land honouring, facilitator introductions, review of agenda, ground rules/housekeeping
    - Review common themes from chat prompts
  + Recap of last session and follow-up questions/lessons learned [10 min]
  + Team Functioning [25 min]
    - Overcoming barriers to good team care
    - Making teams work
    - Stages of group development: forming, storming, norming, performing
    - Case example team mapping activity
  + Break [10 min]
  + Team development [25 min]
    - Building psychological safety and trust
    - Team mapping and shared decision making
    - Building a distributed team
    - Nurturing team development through different fee models and employers
  + Workflow integration for your practice [25 min]
    - Collaborative leadership
    - Relational continuity
    - Billing, compensation, and contracts
    - Process journey mapping for service delivery, orders
    - Case study process journey mapping activity
  + Wrap-up [15 min]
    - Debrief and summary of key learnings
    - Review key resources/tips (e.g. PSP RSTs and Team-Based Care Coaches)
    - Optional challenge led by PSP
    - Evaluation, thank you, adjourn