

ADVANCED PAYMENT AND CARE MODEL (APCM)

March 2016 Learning Session
Portland, OR

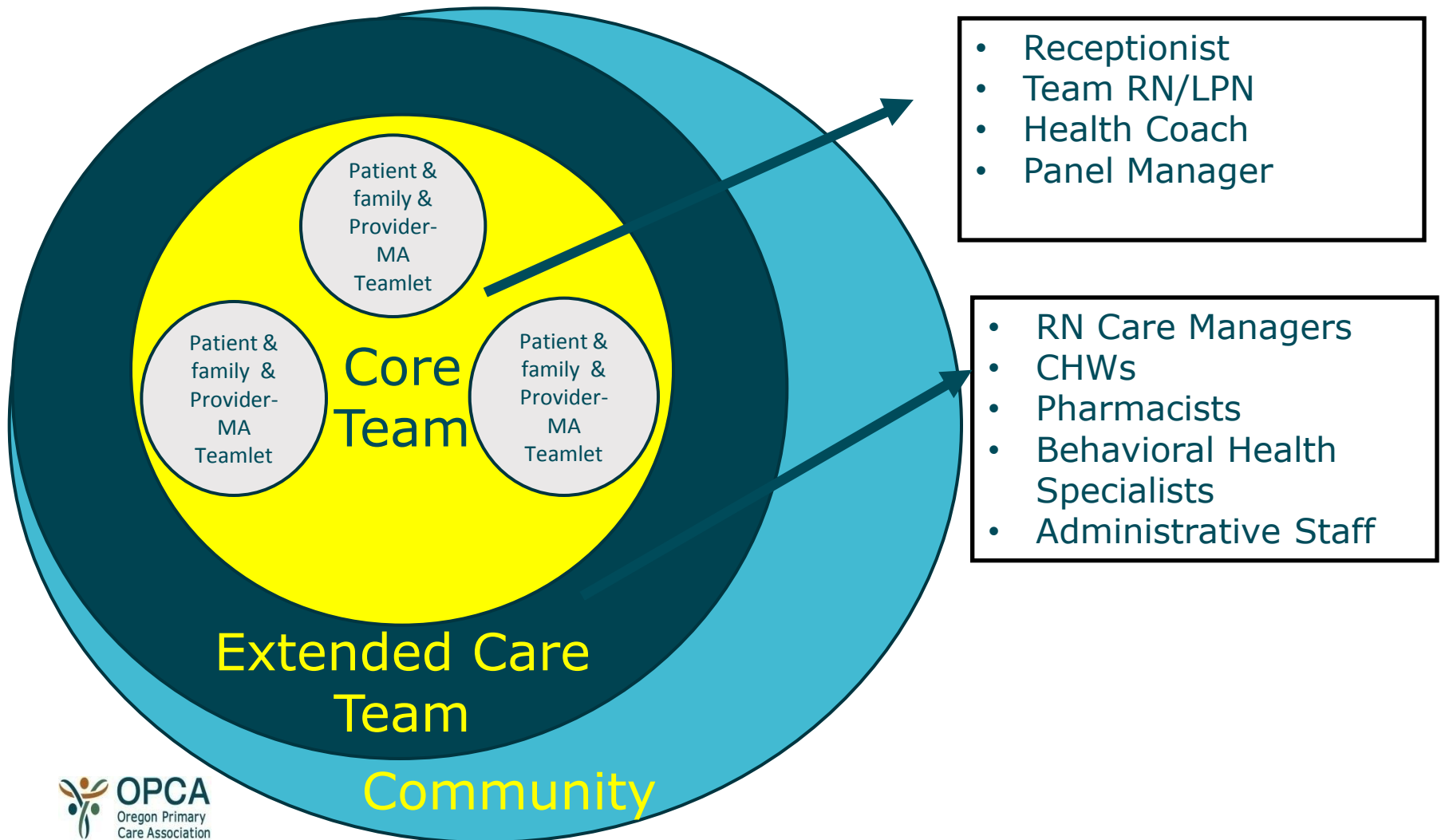


Pre-Work

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1. What did your team structure look like before APCM?
2. What changes have you made since joining the APCM program?
3. What roles are you looking to expand?
 - What's the timeline?
 - Any major successes and barriers?
 - Any new roles/functions related to SDoH, health and wellbeing interviews, and/or empathic inquiry conversations?
4. How are your growing understanding of population and subpopulation needs supporting the creation and expansion of roles at your health center?
 - Are you at a stage where you can identify a population of focus you would like to tailor interventions for?
5. What would be particularly helpful at the March FTF to enhance your team work?

Primary Care Team



How far can/ought we go?

And we know...

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taskwork AND teamwork matter.

Critical Consideration	Practical Advice
Cooperation	<ul style="list-style-type: none"> • Build collective efficacy through promoting early wins • Build trust through the discussion of past experiences relevant to team goals
Conflict	<ul style="list-style-type: none"> • Be proactive – set expectations for how to handle conflict • Be reactive – confront conflict when it occurs instead of ignoring it
Coordination	<ul style="list-style-type: none"> • Self-correct via huddles and debriefs • Ensure team member roles are clear but not overly rigid
Communication	<ul style="list-style-type: none"> • Share unique information among team members • Utilize closed-loop communication patterns
Coaching	<ul style="list-style-type: none"> • Use coaches to diagnose and address teamwork problems • Distribute leadership responsibilities among multiple members of the team
Cognition	<ul style="list-style-type: none"> • Foster understanding of roles and how these roles fit together through cross-training • Establish a clear shared understanding of team functioning through self-correction
Composition*	<ul style="list-style-type: none"> • Select for a strong team orientation • Compose teams based upon both the teamwork and taskwork demands
Context*	<ul style="list-style-type: none"> • One size does not fit all – anticipate and plan for contextual teamwork challenges • Set organizational policies, practices, and procedures that promote and support teamwork
Culture*	<ul style="list-style-type: none"> • Create a hybrid culture that leverages pro-team values and creates a safe environment for voicing ideas and concerns • Create a team culture that embraces similarities and respects differences

Relational Coordination

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Frequent Communication

How **frequently** do people in each of these groups communicate with you about [focal work process]?

Timely Communication

How **timely** is their communication with you about [focal work process]?

Accurate Communication

How **accurate** is their communication with you about [focal work process]?

Problem Solving
Communication

When there is a problem with [focal work process], do they blame others or work with you to **solve the problem**?

Shared Goals

Do people in these groups **share your goals** for [focal work process]?

Shared Knowledge

Do people in these groups **know** about the work you do with [focal work process]?

Mutual Respect

Do people in these groups **respect** the work you do with [focal work process]?

Building on our strengths

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Foundational Elements:

- Leader
- Facilitator?
- Decision making
- Agenda setting

Behaviors: Facilitative, domineering, passive, aggressive, etc.

Evaluation Process:

- 10 min self/team assessment
- Report out

Miniclinics

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- Questions/issues with taskwork or teamwork
- 20 minute sessions where you can tap into the brilliance in the room
- Total of 9 slots tomorrow
- Sign up during break with a quick description of what you're struggling with/ thinking through that your peers might be able to help with