

Canadian Medical Protective Association (CMPA):

Collaborative care Checklist

Working well as a team

Individual team members are responsible and accountable for the care they provide to patients.

As a member of a well-functioning team, have you:

- Confirmed your role on the team?
- Understood the roles and responsibilities of individual team members, based on their scopes of practice and on each person's knowledge, skill, and ability?
- Clarify who is responsible for care delivery decisions?
- Communicated clearly and as often as necessary?
- Contributed to the creation and maintenance of a culture of psychological safety?
- Documented your care and the rationale for it clearly, to help others make good decisions and ensure continuity of care?
- Participated in continuous improvement processes to review team function and patient outcomes?

Each team member should be able to answer the following questions:

- What are the anticipated health outcomes for the patient?
- Am I ensuring the patient is an integral member of the team?
- How will the team manage expectations of patients and respond to their concerns?
- Is a quality improvement mechanism being used to monitor the functioning of the team and health outcomes?
- Is a policy and procedural framework in place to define and support the team?
- Does the team have sufficient resources to achieve the desired health outcomes?
- Who will coordinate care, manage the team, and ensure efficient and effective communication among team members and across teams?

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