



Purpose:
To assist clinics to optimize their team so patients can receive the best care

Aim Statement:
By a specific date, the team will have improved their assessment score by a percentage goal chosen by the team


Outcome Measure:
Improvement in overall team assessment score

Balancing Measure:
Patient satisfaction maintained or improved


Prerequisite Change Package
Panel Processes Change Package (for primary care)

 [Click here to explore Team-based Care Tools in AMA's Resource Centre](#)

 **High Impact Changes**
Key focus areas

 **Potentially Better Practices (PBPs)**
Changes that can be tested

 **Measures**
Suggested ways to track progress or impact

 **Tools**
Available at albertadoctors.org to support implementation

1. Create a collaborative team culture

1.1 Establish an interdisciplinary improvement team and consider including a patient with lived experience

1.2 Commit to team-based care

1.3 Develop a shared approach to team-based care

Improvement team meetings scheduled regularly

Benefits of team-based care discussed by the team

Baseline team assessment completed and discussed

Team charter completed

- Sequence to Achieve Change Workbook Template
- Patient Partner Guide
- Team-Based Care Evidence Summary
- Team Assessment
- Team Charter Template
- Psychological Safety Checklist



Team-based Care

Change Package Summary



High Impact Changes

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Changes that can be tested



Measures

Suggested ways to track progress or impact



Tools

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2. Communicate effectively

2.1 Meet regularly to coordinate care and reflect on areas for improvement

Team meetings scheduled regularly

Action plan created from debrief recommendations

- Team Huddles Guide
- Debrief Guide

2.2 Use standard tools for clear, assertive and empathetic communication

Communication tools tested

- SBAR Tool
- CUS Tool
- EMR Network

2.3 Manage conflict constructively

Feedback and communication processes for conflict resolution discussed

- DESC Tool
- Experience Cube

3. Coordinate care

3.1 Discuss team members' scopes of practice and identify key clinic processes

Key clinic processes identified

- Process Mapping Guide
- Compendium of Roles in Team-Based Primary Care

3.2 Establish clear roles and responsibilities to enable all team members to work to full scope and identify any staffing gaps

Roles and responsibilities guides completed for key processes

- Roles and Responsibilities Template

3.3 Establish processes that facilitate safe and effective transitions of care

Process documented for offering and managing follow-up care

- Home to Hospital to Home Resources
- Introductions with Intention



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