



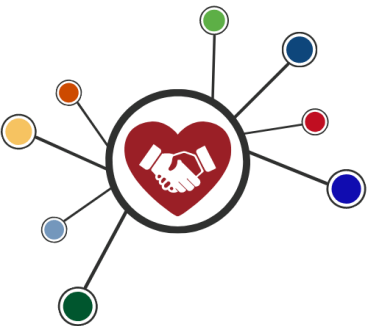
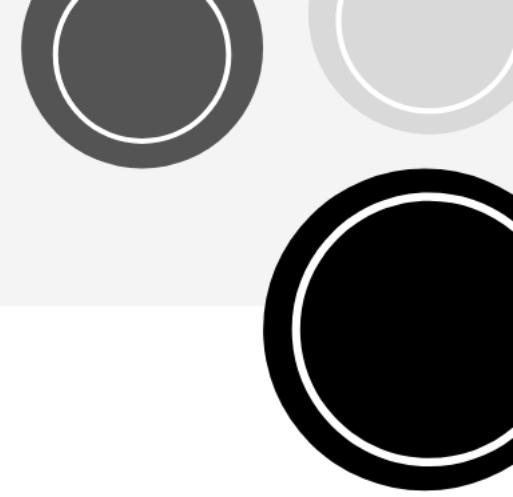
Team-Based Care (TBC)

Prioritizing the well-being of your team

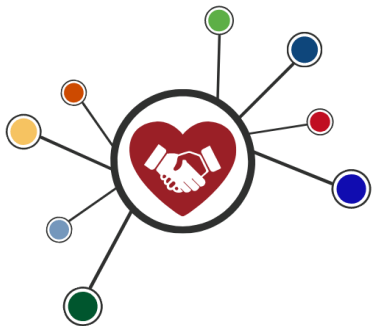
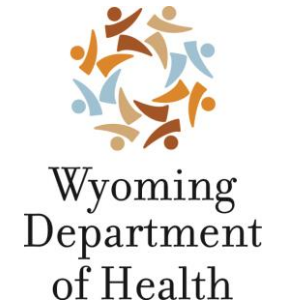
Regional Chronic Disease Collaborative



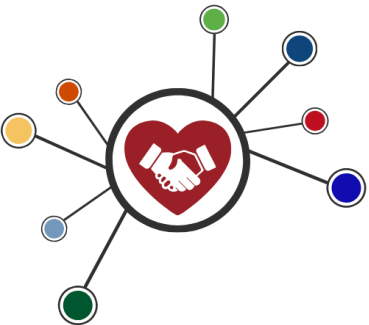
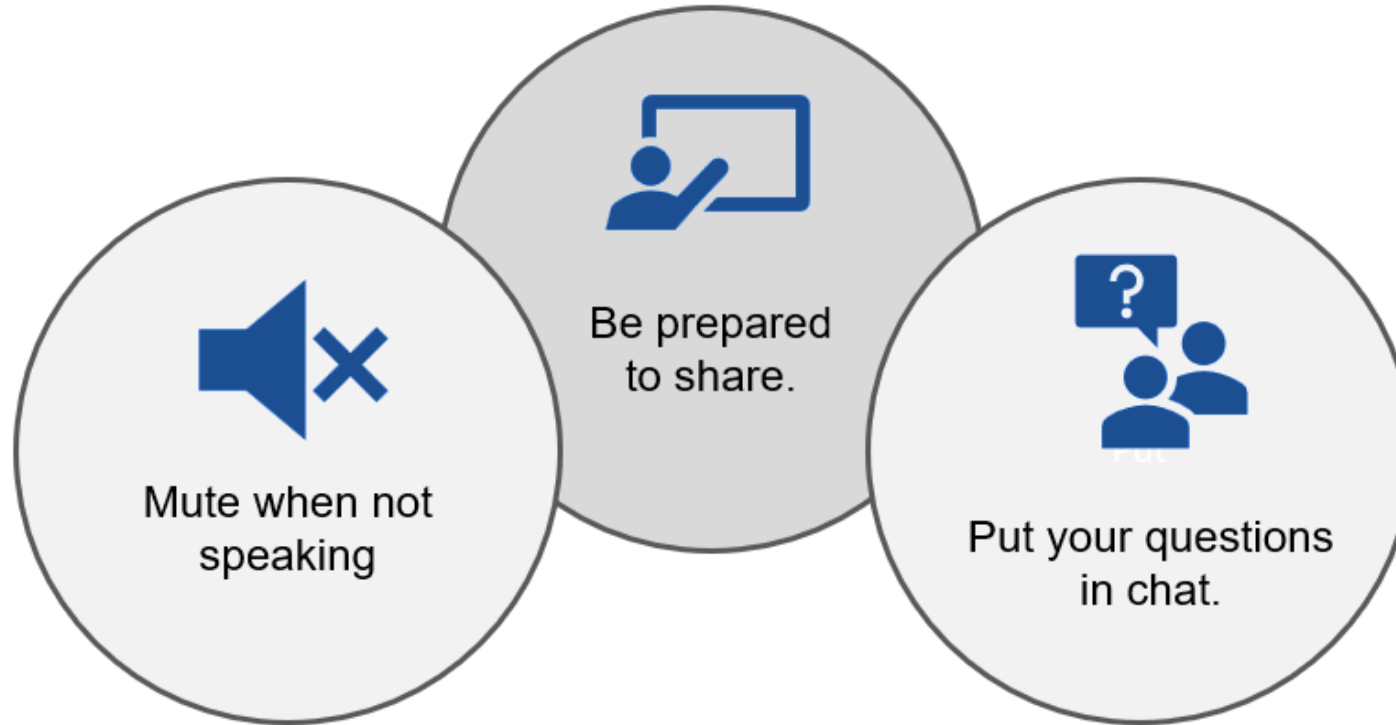
Today's Icebreaker: Do you prefer coffee or tea?



Regional Partners



Housekeeping



Today's Presenters



Kristen Schuster
**Mountain-Pacific
Quality Health**



Jeff Redekopp
**Quality Health
Associates of North
Dakota**



Lacey Alexander
**Montana
Primary Care
Association**



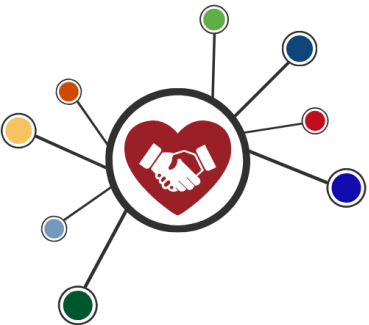
Today's Agenda

- Team-based care (TBC) Definition, overview and benefits
- Elements of successful TBC and today's reality
- Key concepts of emotional intelligence, psychological safety and resilience
- Effective strategies to promote team recovery and regeneration
- Practice presenters: Sharing ideas and experiences
- Calls to action and next steps



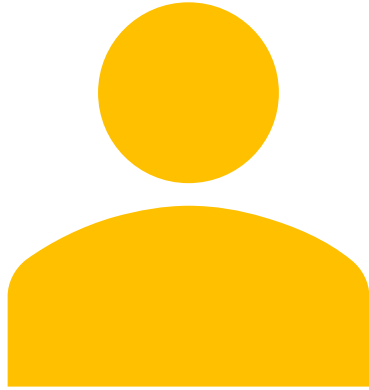
Team-Based Care: Definition

TBC is a **collaborative** system in which team members share responsibilities to achieve **high-quality** and **efficient** patient care



Source: American Medical Association

Team-Based Care: Structure



Organized team structure



Team functions that are collaborative

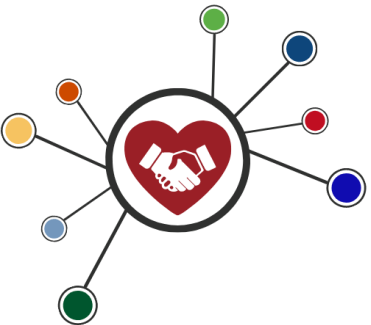


A culture focused on quality improvement



Team-Based Care: Overview

Why TBC?



Team-Based Care: Benefits

For the patient:

- More efficient delivery of services
- Improved patient safety
- Increased patient/family engagement
- Improved patient satisfaction

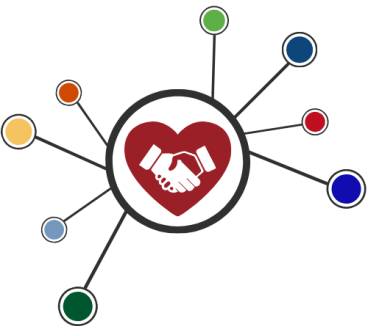
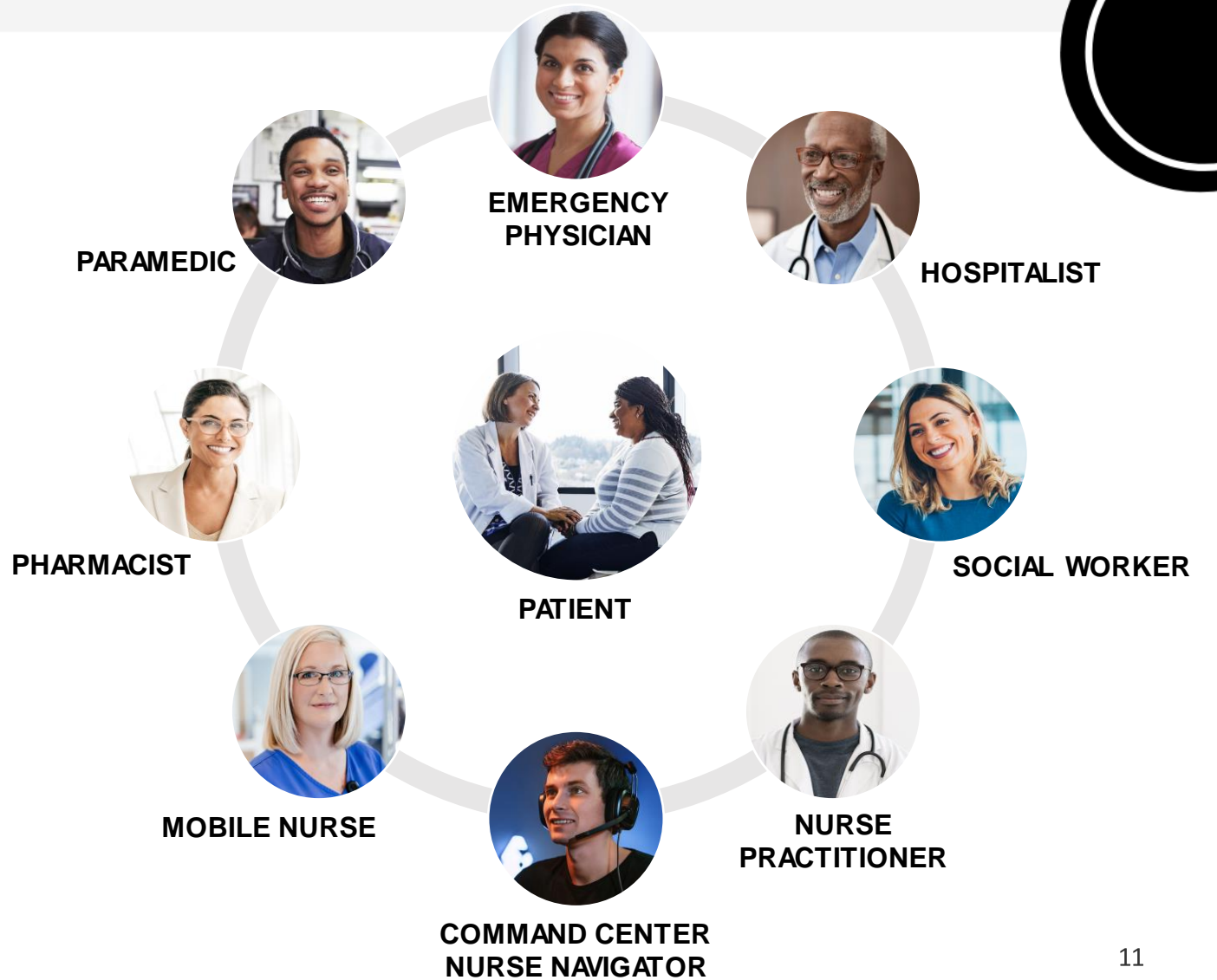
For the team:

- Team members work to their ability
- Improved team communication
- Decreased waste (time and expense)
- Sharing the load reduces team member burden
- Increased job satisfaction



Polling Question:

What type of teams are you a part of at your site?



Elements of Team-based care

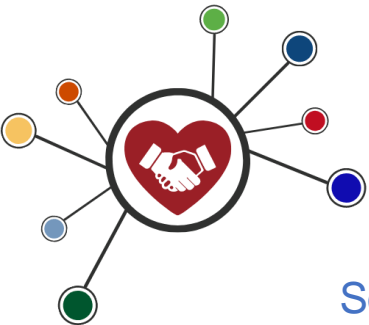
Shared goals

Clear roles

Mutual trust

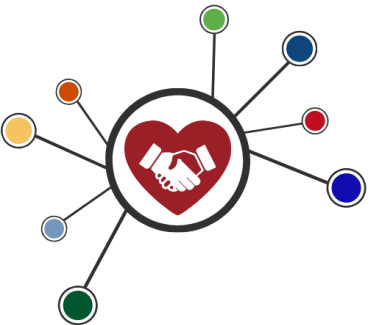
Effective
communication

Measurable
processes and
outcomes



The Effects of COVID-19

The COVID-19 pandemic has massively disrupted and changed how health care is delivered, but it has also served as a catalyst for transformation, adaptation and innovation.

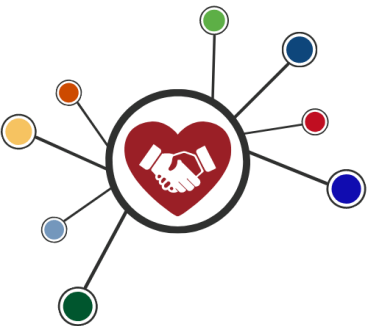
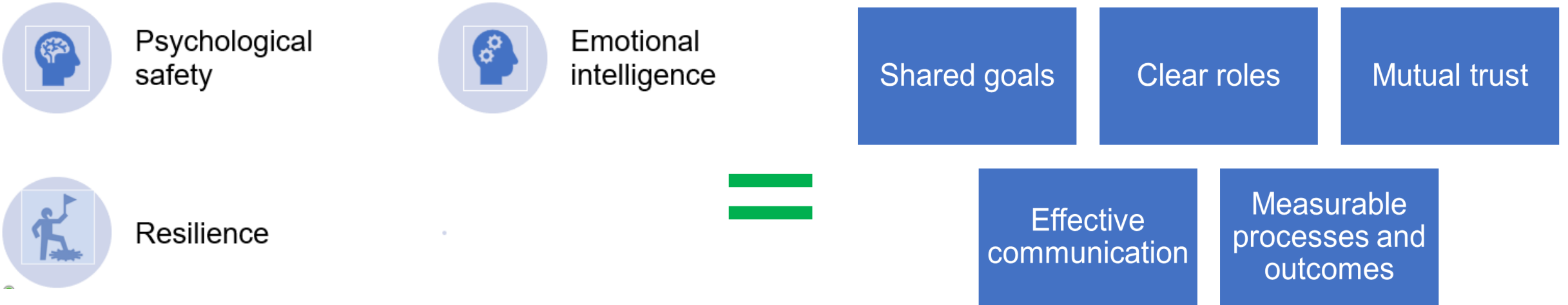


Moving Your Team Beyond COVID-19

“We are hardwired to connect with others, it’s what gives purpose and meaning to our lives, and without it, there is suffering.” –Brené Brown



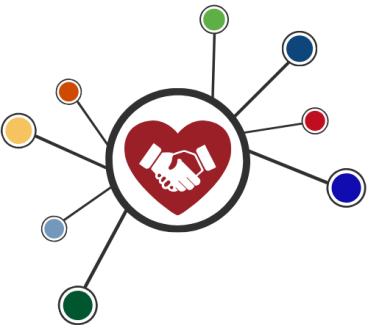
Key Elements for Recovery/Regeneration



Psychological Safety

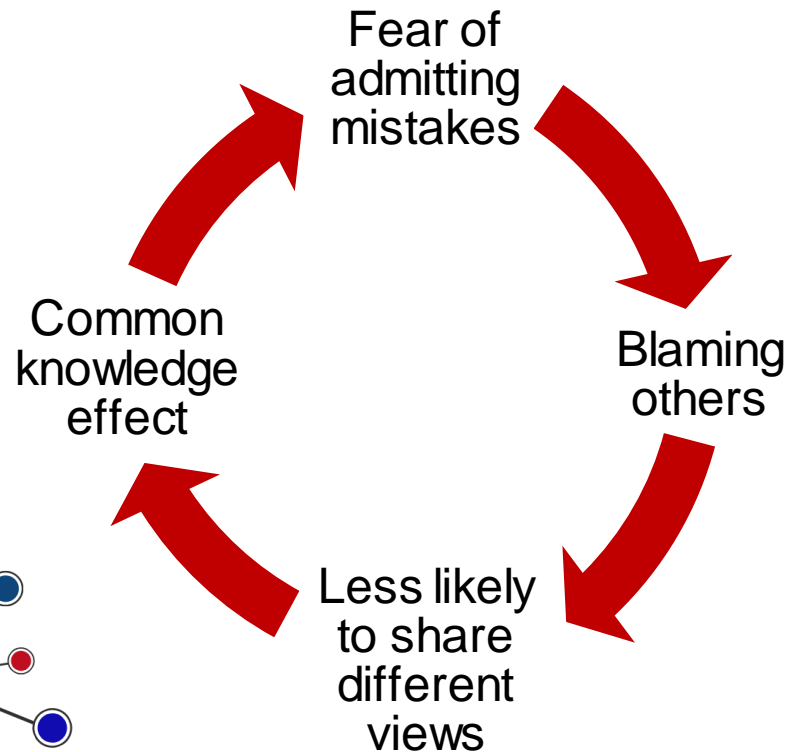
“Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.”

–Amy Edmondson, Harvard Business School Professor

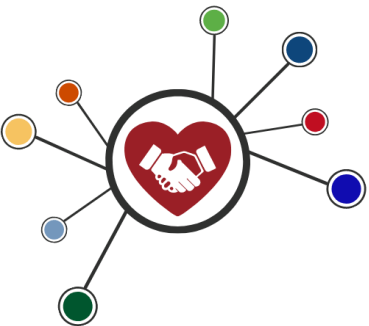
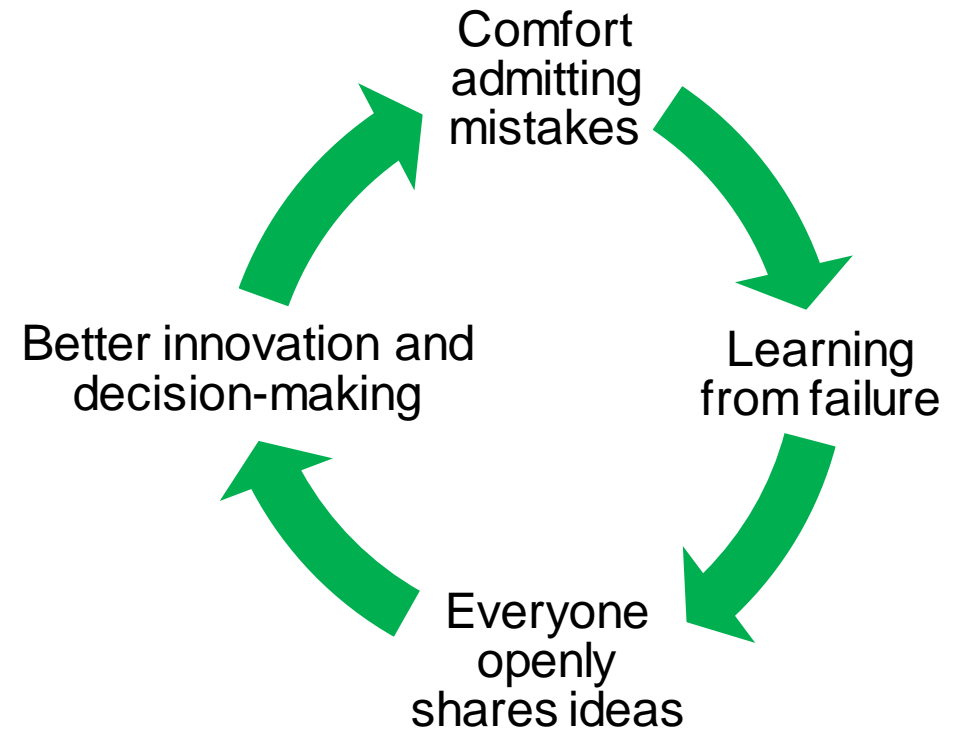


Psychological Safety

Psychological Danger



Psychological Safety

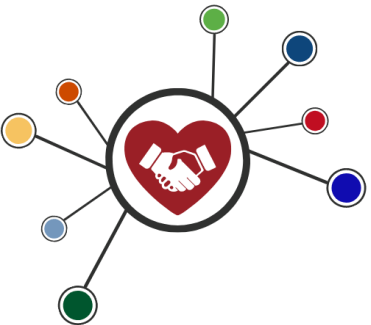


Emotional Intelligence



“Emotional intelligence refers to the ability to identify and manage one’s own emotions, as well as the emotions of others.”

–Psychology Today



Emotional Intelligence: Key Skills



Self Awareness



Self Regulation



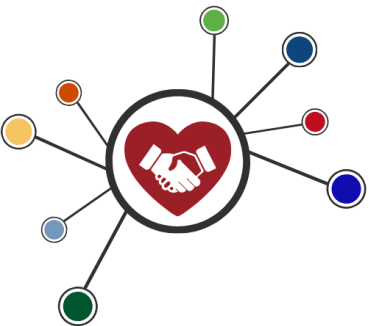
Social Skills



Empathy



Motivation

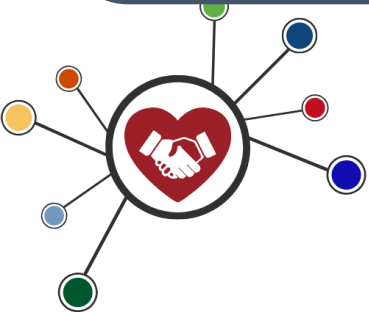
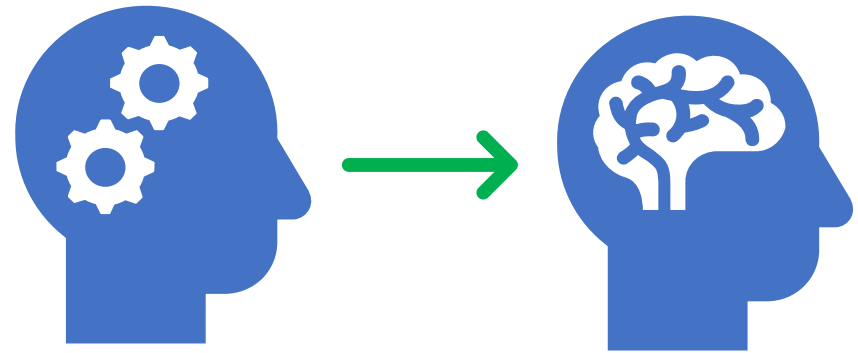


Source: Verywell Mind

The Link Between Emotional Intelligence and Psychological Safety

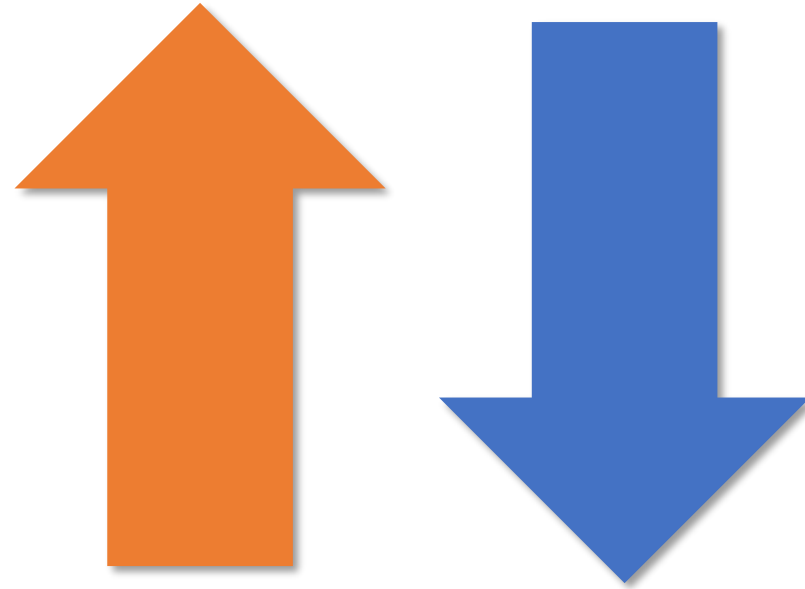
“Emotional intelligence drives psychological safety.”

–Timothy R. Clark, CEO of LeadFactor and Author of The 4 Stages of Psychological Safety

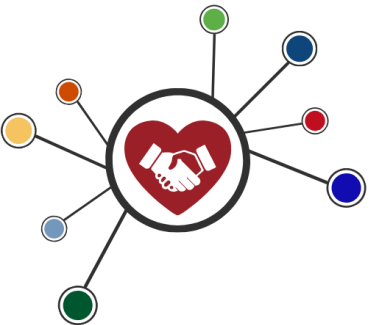


The Link Between Emotional Intelligence and Psychological Safety

Emotional Intelligence



Psychological Safety



How Resilience Ties In with Emotional Intelligence and Psychological Safety

Resilience: The capacity to recover quickly from difficulties; toughness.



Source: Oxford Dictionary

How Resilience Ties In with Emotional Intelligence and Psychological Safety

A modern definition of resilience:

Advancing

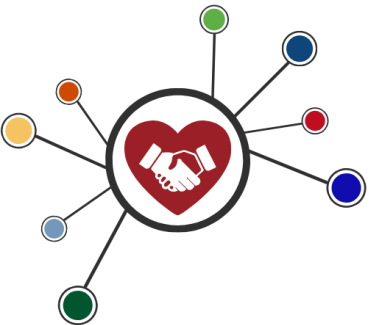
Goal-orientation,
work towards
your vision

Despite

Be proactive
and don't wait
for adversity

Adversity

Both large and
small everyday
challenges



How Resilience Ties In with Emotional Intelligence and Psychological Safety

People who are...

Create an environment where...

Calm, confident, optimistic, fearless



They appreciate each other

Confident, composed, optimistic, self-assured, self-sufficient, fearless, carefree



They can be candid and honest

Optimistic, carefree



They are courageous

Calm, composed, optimistic, fearless

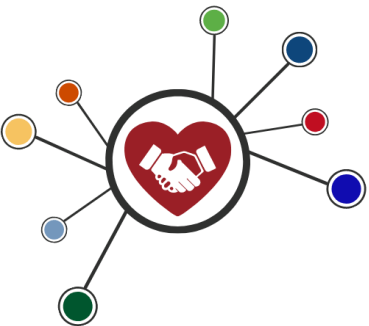


There is inclusivity

Confident, optimistic, carefree

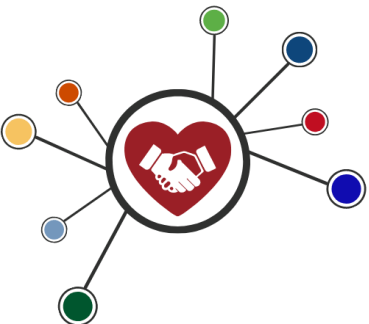


Diversity is embraced



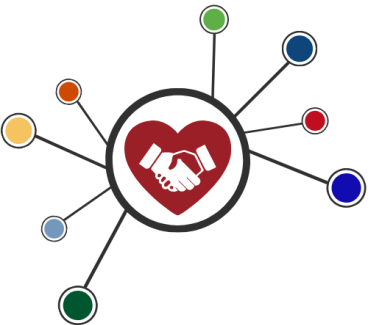
How Resilience Ties In with Emotional Intelligence and Psychological Safety

People who are...		Create an environment where...
Fearless	→	They feel personally connected
Confident, optimistic, self-assured, fearless, carefree	→	They can create purpose
Confident, optimistic, self-assured, fearless, carefree	→	They learn from mistakes
Confident, optimistic, self-assured, fearless, carefree	→	Everyone speaks up and share ideas
Composed, optimistic, fearless	→	Everyone trusts each other



Southwest Montana Community Health Center

- Amy Gazy, Master of Social Work Student, Lead Care Manager
- Betty Waren, Registered Nurse, Lead Nurse



Care Management Team

Jamie VanderLinden, LCSW, LAC

Director of Behavioral Health and
Child Evaluation Center

Amy Gazy

Lead Care Manager

Tina Crummett

Care Manager

Victoria Templin

Care Manager

Haley Thompson

Care Manager

Bonnie Joseph

Transitional Care Manager

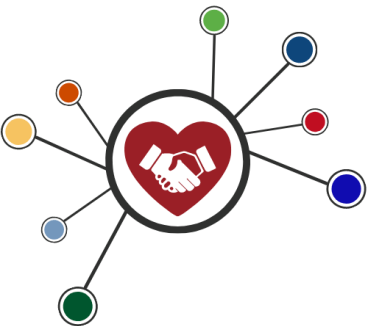
Alona and Natasha

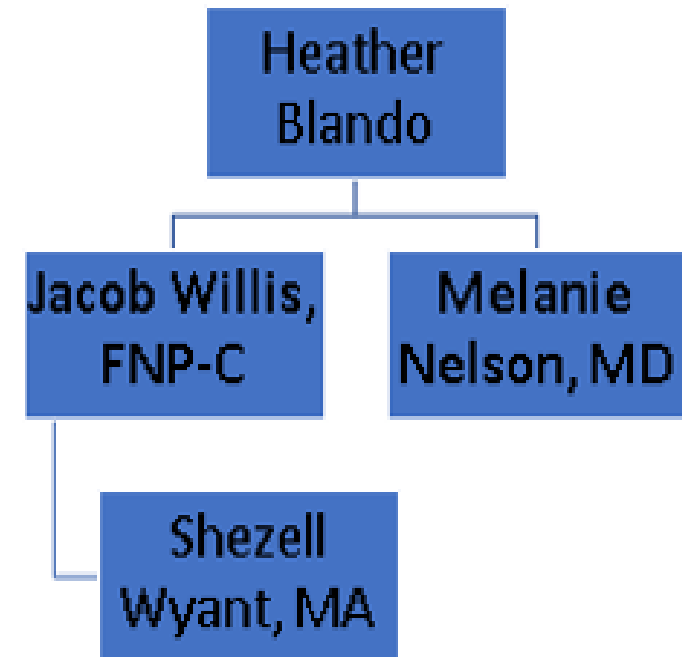
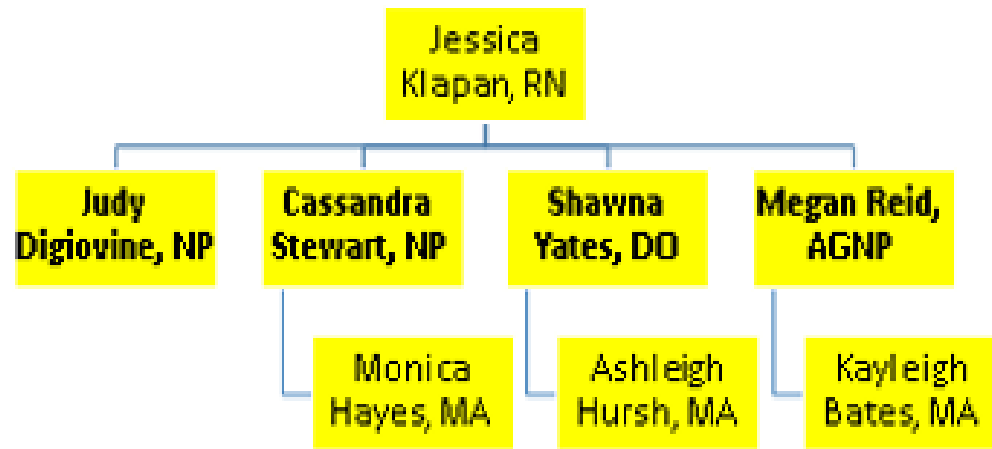
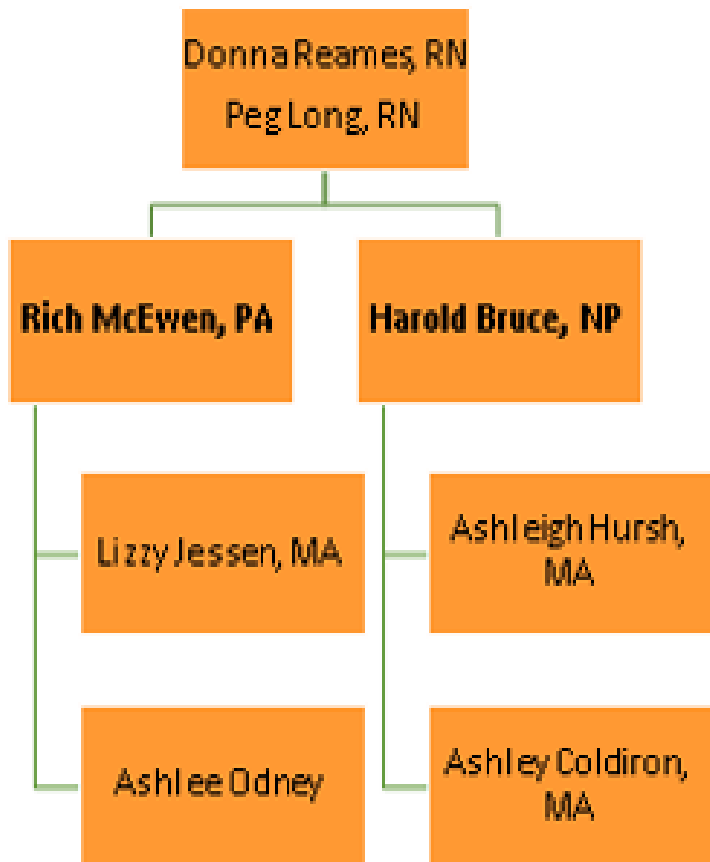
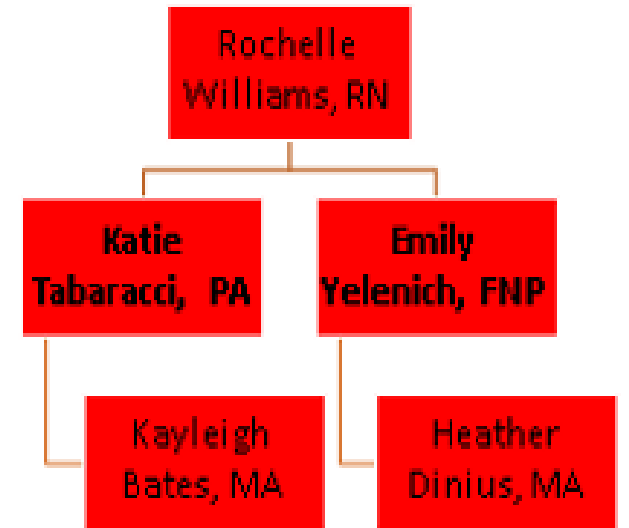
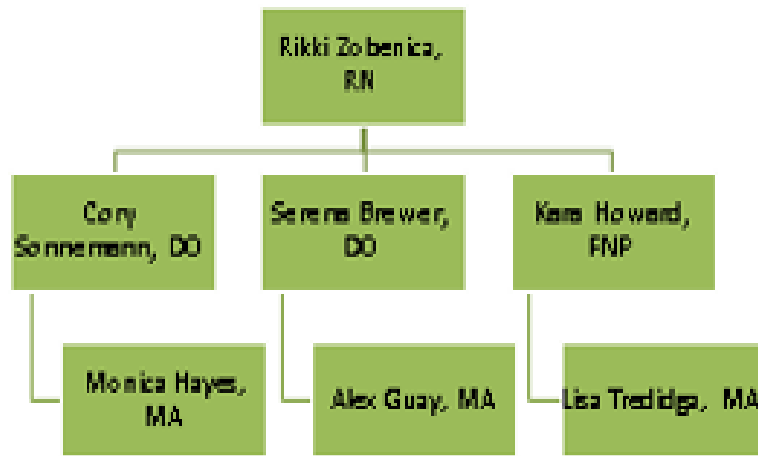
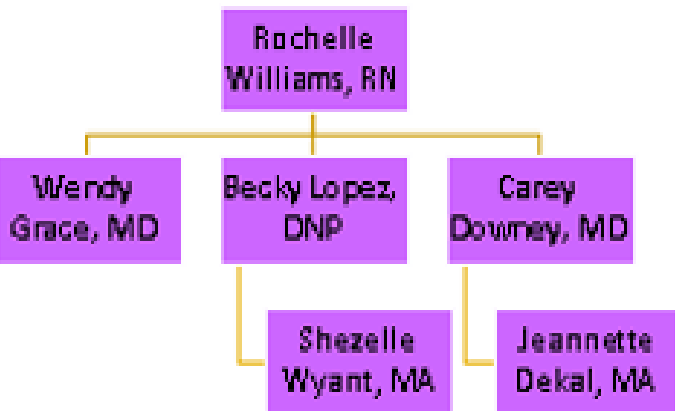
WRAP Team



Why are we a High Functioning Team?

- Lead Care Manager Position
- Annoyingly Consistent Communication
- Special Emphasis on the word “Care”
- Delegating and Assigning
- Tracking Outcomes
- My Goals
- We are doing things differently





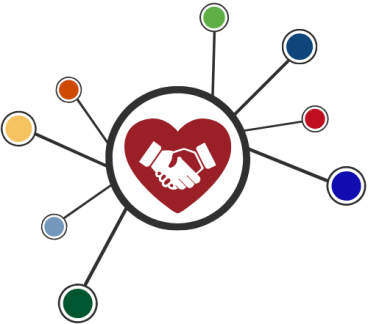
Why are we a High Functioning Team?

- Working in a multidisciplinary team allows us to utilize the resources and skills each team member brings to the table, quickly and efficiently.
- Our high functioning team is developed through cultivating a culture of robust new-employee training that allows scheduled time for the new employee to meet the leads of each key role within the clinic. This allows them to not only put faces to names, but to start learning roles and how they will fit into the team from the get-go.
- Communication, of course, is key. We try to communicate changes with clinic structure, policies, technology, etc. through monthly team meetings. QI is tracked by our QI Coordinator, who works closely with team members and team leads to track outcomes and troubleshoot. We use internal referrals and warm handoffs.
- The pandemic, though challenging and stressful, allowed us to explore changes in team communication, patient visit workflows, and to work on resilience as a whole. We had to adapt quickly to begin seeing patients virtually, sometimes while provider/nurse/Mas were in entirely different locations.



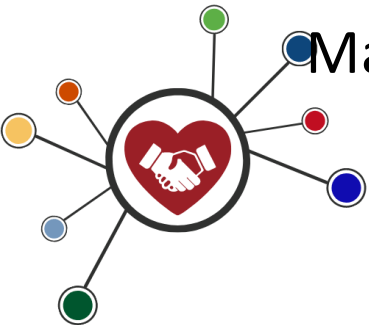
Ivinson Medical Group

- Sheridan Roling, PCSW, Chronic Care Coordinator



Team Geri

- Ivinson Medical Group located in Laramie, Wyoming
- Wyoming's First Age - Friendly Recognized Hospital
- Dr. Emma Bjore - Geriatrician; Dr. Tonja Woods, PharmD, BCGP; Peter Skorcz, RN; McKenzie Stampfli, PCT, Rotating Pharmacy Intern
- Programs: Chronic Care Management (CCM) and Transitional Care Management (TCM)



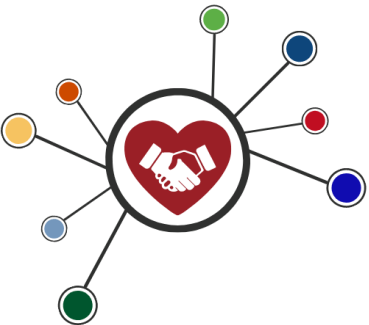
In what ways has your team-based care changed because of COVID-19?

- Implemented telehealth services
- Integrating more home visits for all team members
- More mindful of the 4Ms (Mobility, Medication, Mentation and What Matters)



What coping mechanisms did your team implement as a result of the pandemic?

- Consistent team meetings to review goals, needs and education
- Dr. Bjore and Dr. Woods brought in appreciation gifts
- Team members were encouraged time away from work.

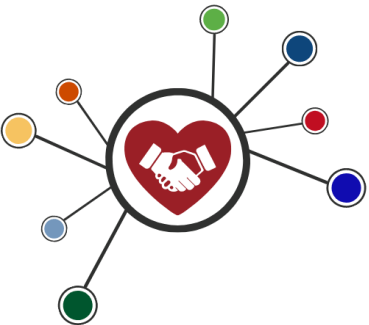


Wellness Tips With St. Peter's Health

- Tina Stern, LCSW, OSW-C
- Licensed Clinical Social Worker and Behavioral Health Profession



St. Peter's Health



Strategies for your team

Build psychological safety and emotional intelligence by:



Actively solicit questions



Providing multiple ways for team members to share their thoughts



Demonstrating concern for team members



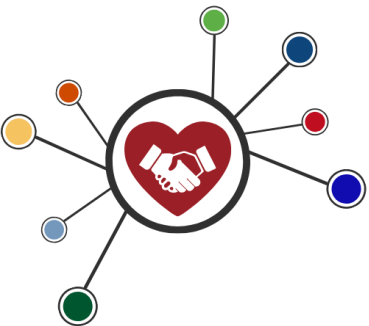
Promoting self-awareness



Using mistakes as a learning opportunity, not a punishment



Promoting positive discussion

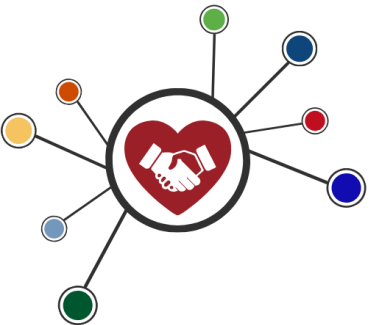


Tips to Foster Resilience



Establish a consistent daily routine – Be kind to your body

- Get some physical activity, when possible, even if it is only 5-10 minutes
- Make wise food choices
- Improve your sleep
- Set consistent wake up and bedtime hours
- Unwind 60-90 minutes before bed



Cultivate Positive Relationships

- Have regular interaction with friends, family and **pets!**
- Make a new friend!
- Have a “buddy check”
- Who is your buddy?
- Check in daily



Call to Action

1

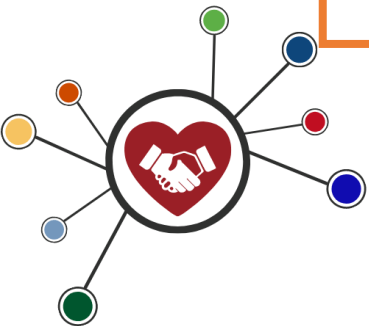
Schedule in regular interaction with friends, family and/or pets this week

2

Connect with your team on how to promote psychological safety

3

Join the Regional Chronic Disease Collaborative's Affinity (action) Group on TBC



How to continue this topic?

Polling question #1 (choose one)

- Affinity (or Action) Group – A deep dive into the basics of implementing TBC into your organization to help improve chronic disease outcomes
- Affinity (or Action) Group – A deep dive into increasing the effectiveness of your existing TBC communication, processes and outcomes.
- Affinity (or Action) Group – A deep dive into implementing transition of care management (TCM) and/or chronic care management (CCM) into your organization to help chronic disease management and self-management.

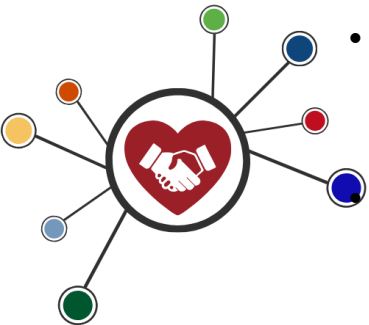


Chat in other ideas

Next education event topic?

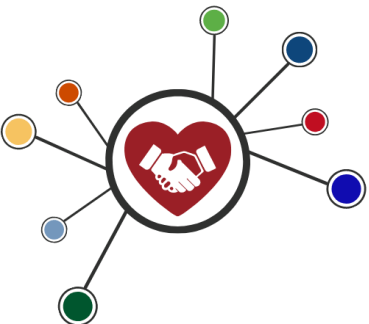
- Review new screening guidelines and QI opportunities for CVD, prediabetes, diabetes and chronic kidney disease
- How to incorporate behavioral health needs into chronic disease management
- How to incorporate health equity into workflows and quality improvement
- How to improve communication and processes to enhance team-based care
- Quality improvement (PDSA) basics
- How to develop workflows to increase quality and effectiveness
- A review of available technology to support remote patient monitoring for chronic disease management

Others (chat in)



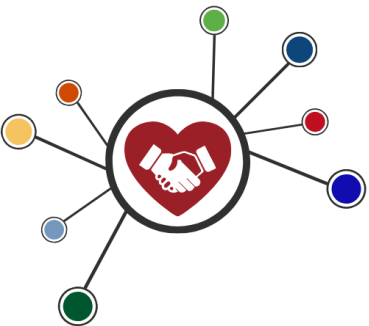
Patient Care Team Resources

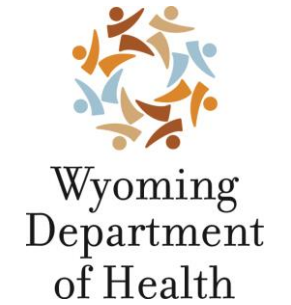
- Harvard Business Review: [High Performing Teams Need Psychological Safety](#)
- McKinsey: [Psychological Safety and the critical role of leadership development](#)
- Forbes: [Fostering Psychological Safety in the Workplace](#)
- Amy Edmonson: [Building Psychological Safety in the Workplace](#)
- Profiles: [Emotional intelligence and teamwork: How EQ Helps You Get More from Your Team](#)
- Positive Psychology: [What is Resilience](#)
- Minnesota Department of Health: [Mental Health and Resiliency Tools for Healthcare Workers](#)
- HHS.gov: [COVID 19 Workforce Resilience/Sustainability Resources](#)
- [Iverson Medical Group Supporting Team-based Care Through Collaborative Practice Agreements](#)



Leadership Resources

- American Hospital Association: [Creating Safer Workplaces](#)
- NCBI: [Improving Healthcare Worker Resilience and Well-Being during Covid-19](#)
- MGMA: [Cultivating psychological safety: Activating humanness in healthcare](#)
- WittKieffer: [Podcast: Psychological Safety – What Leaders Need to Know](#)
- McKinsey: [Psychological safety and the critical role of leadership development](#)
- NACHC: [2021 Agility & Resilience in Healthcare Leadership: Key Behaviors for Leading Change](#)
- Neltoolkit: [Developing Emotional Intelligence For Healthcare Leaders](#)





Thank You!
Please complete the evaluation.

