



Team Based Care

Engaged Leadership

Visibly supporting teams to try new ways of working by providing time, resources, and training.

Key Changes

- **Provide** visible and ongoing leadership that drives overall culture change, as well as specific strategies to improve quality and spread and sustain change.
- **Ensure** team members have protected time to conduct activities beyond direct patient care and resources needed to be successful.
- **Ensure** opportunities for continuous skill development and ongoing training.
- **Build** the practice's values on creating a team-based medical home for patients into the staff hiring and training processes.
- **Instill** joy in patient care, system redesign, and transformation processes.
- **Encourage** two-way communication with the team and staff doing the on-the-ground work.

Examples

- Educate, promote, and discuss team-based care (TBC) frequently at a variety of organizational meetings, so that Board of Director (BOD) members, providers, staff, and key partners are informed and activated.
- Incorporate TBC goals into organizational compliance plan and/or link to incentive programs; if possible, redesign compensation or bonus structure to promote the team model.
- Be visible at provider and staff meetings to support the team model and actively participate in TBC and QI team meetings.
- Integrate the TBC model into the organizational mission and vision.
- Dedicate necessary resources to support measurement, build adequate training, facilitate communication, and support team building.
- Create and fund career ladders for staff who expand duties to serve on teams.
- Establish expectations with timelines for team building priorities.
- Actively share best practices for TBC implementation across teams and clinics.
- Provide platforms for staff to identify opportunities for improvement and to define action plans, (staff surveys, suggestion boxes).
- Restructure clinic leadership responsibilities to guide transformation work.
- Incorporate vision of TBC into staff, provider, patient, and BOD member orientation.
- Modify job descriptions to support/reinforce TBC.
- Identify mentors to support new and existing employees in learning TBC change concepts.
- Develop TBC orientation materials to use with new e-learning platform.
- Send staff to trainings or conferences to learn about aspects of TBC and practice transformation.
- Celebrate successes.
- Maintain communication with the team and express interest in their work.

Search [ImprovingPrimaryCare.org](https://www.improvingprimarycare.org) for more resources

Primary Care Team Guide Assessment-Related Questions

	Components	Level D	Level C	Level B	Level A
2	Clinical leaders...	intermittently focus on improving quality.	have developed a vision for quality improvement, but no consistent process for getting there.	are committed to a quality improvement process, and sometimes engage teams in implementation and problem solving.	consistently champion and engage clinical teams in improving patient experience of care and clinical outcomes, and provide time, training, and resources to accomplish the work.
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How Primary Care Teams Achieve the Quadruple Aim

