

Team Building, Networking, Quality Improvement, and Communicating Effectively

18 May 2009

Afternoon Agenda

- 12:45 Team Building Session**
- 1:30 Networking**
- 2:45 Break**
- 3:00 Quality Improvement**
- 3:45 Communicating Effectively**

Team Building Objective

WHAT are the collaborative care tasks? Is the task a priority for the organization?

WHO does them now? **WHO** can/ wants to do them? Is organizational change needed?

Teams identify:

- 1. Strengths**
- 2. Duplications**
- 3. Gaps**

Draft a change plan

Team Building Process

1. Identify a facilitator for each team
2. Each team member completes *Self-Assessment*
3. Facilitator completes *Task Summary by Staff* worksheet
4. Draft a Summary & Change Plan for each category

Collaborative Care Tasks

- 1. Identify – Screen – Diagnose**
- 2. Treat – Provide Services**
- 3. Track Treatment Outcomes**
- 4. Facilitate Care**
- 5. Support Care Team**

Networking Objectives

- **Identify community partners that can enhance treatment delivery by sharing resources**
- **Learn solutions to common barriers to treatment delivery from other organizations**
 1. **WHAT** are you doing well already?
 2. **What challenges** do you face?
 3. **HOW** can you help one another?

Networking Steps

FIRST - As a Team:

1. Identify THREE treatment tasks/ roles you are doing well

2. Identify THREE challenges you are currently facing

- **Use the main categories of collaborative care tasks to guide your discussion**

Collaborative Care Tasks

- 1. Identify – Screen – Diagnose**
- 2. Treat – Provide Services**
- 3. Track Treatment Outcomes**
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Networking Steps

3. Round-robin meetings between organizations

- **Pair up by teams (15 minutes)**
- **Share 3 strengths & 3 challenges**
- **Identify 3 action items**

4. Town Hall Question & Answer Session

QI Objectives

- **Understand the QI model of Rapid Cycle Improvement and the use of the PDSA technique**
- **Create a short list of specific QI tasks to enhance current treatment delivery**
 - **Start with the list generated in Networking Session to create a QI plan**
 - **HOW will the organization approach implementation?**

QI Steps

- 1. Facilitators introduce PDSA technique**
- 2. Complete a worksheet with real goal**
- 3. Question & Answer Session**

Communication Objectives

From “Team Building” to “Team Work”

To explore *practical* approaches to working within a multidisciplinary team

Use case examples to discuss various methods and levels of communication within a multidisciplinary team