

HOW TO DEVELOP YOUR OWN TEAM-BASED CARE CLINIC



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CONTACT YOUR LOCAL DIVISION OF FAMILY PRACTICE OR NON-PROFIT ORGANIZATION TO DISCUSS WAYS THEY CAN SUPPORT YOU.

In the SOS, the Division of Family Practice supports Ponderosa Primary Care Centre with human resources management, planning, billing, payroll administration, group meeting facilitation, and quality improvement initiatives. The planning stage was made possible through a Primary Care Network initiative that provided capital funding.
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DEVELOP THE BUSINESS PLAN WITH A WORKING GROUP OF STAKEHOLDERS DRAWN FROM COMMUNITY.

In the SOS, the Division, physicians, local health authority, Ministry of Health, local First Nations, and local government met regularly to develop a plan.
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IDENTIFY PROVIDERS INTERESTED IN COLLABORATIVE TEAM-BASED CARE AND ESTABLISH TRUST AMONG THE GROUP.

In the SOS, the Division brought together new and established physicians to support the retention of current providers and recruitment of new physicians. This was done by listening to all perspectives and looking at gaps, care, and physician well-being.
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CREATE A BUSINESS PLAN BASED ON A COMMUNITY GAP ANALYSIS AND PHYSICIAN RECRUITMENT AND RETENTION STRATEGY.

In the SOS, panel data and surveys of local family practices demonstrated that the needs of some patients could be better addressed by other clinicians within a multi-disciplinary team.
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PARTNER WITH THE HEALTH AUTHORITY OR LOCAL AGENCY TO EXPLORE THEIR POTENTIAL ROLE IN SUPPORTING NURSING AND ALLIED HEALTH.

In the SOS, the health authority manages allied health and nurse practitioner contracts at Ponderosa.
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AFTER THE BUSINESS PLAN IS APPROVED, LOOK TO THE OPERATIONAL PLAN.

Once the funding is secured, create sub-working groups to look at potential locations, human resources, roles, and responsibilities of clinicians to start to develop a team. Also, look at possible temporary locations while new space is needed to allow more time to recruit a team.
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DEVELOP A FULLY INTEGRATED TEAM-BASED CARE MODEL THAT RECOGNIZES EACH CLINICIAN'S WORK AT TOP OF SCOPE WITH CLEARLY DEFINED ROLES AND RESPONSIBILITIES.

In the SOS, every Ponderosa clinician works to top of scope. This optimizes physician capacity and ensures that patients see "the right person at the right time". This practice has also resulted in increased patient attachment and access.

8

DEVELOP AND DOCUMENT THE GROUP'S PRACTICE AGREEMENT AND CLINICAL AUTONOMY.

In the SOS, the Ponderosa providers developed a clinic practice agreement to capture both the culture of the team and the goals of the clinic. In addition, they signed a team charting agreement to establish trust and ownership of patient information. They have also endorsed clinic leadership positions, including those of Medical Director and Lead Medical Office Assistant.

9

DEVELOP A SERVICE AGREEMENT

In the SOS, the relationship between the Division as the managing non-profit organization and the Ponderosa providers is captured in a service agreement.

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DEVELOP COLLABORATIVE TEAM MEETINGS FOR RELATIONSHIP BUILDING, STANDARDIZATION, AND QUALITY IMPROVEMENT.

In the SOS, the Ponderosa team met weekly in the development and initial operational stages to collaborate on clinical operations and standardization, maintenance of clinical autonomy, and the roles and responsibilities of clinicians and medical office assistants. Biweekly or monthly team meetings continue to ensure quality improvement.

11

EXPLORE WAYS TO CREATE FINANCIAL STABILITY AND REASONABLE OVERHEAD FOR GPs AND NPs.

In the SOS, the Division provides the expertise to ensure financial stability at Ponderosa. Revenue was increased by co-locating specialists and costs were reduced by improving purchasing practices.

12

EMBED A CONTINUOUS IMPROVEMENT PROCESS WITH YOUR PROVIDERS.

In the SOS, Ponderosa providers participate in monthly meetings to address clinic operational issues and also to review patient cases and discuss quality improvement opportunities.

13

LEVERAGE EXISTING MODELS OF TEAM-BASED CARE AND GROUP MEDICAL PROGRAMS.

In the SOS, the Ponderosa team gleaned valuable learnings from Alberta's Health Basics program.

Want more info?

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