

South Island PCNs Change Management Supports – Patient Medical Home Menu of Options

With many changes taking place at the practice, neighbourhood, and network levels, a variety of options to support this work has been created:

	<i>Title</i>	<i>Responsible</i>	<i>What is it?</i>	<i>Purpose</i>	<i>Objectives</i>	<i>Timelines</i>	<i>Next steps/ Follow-up</i>
Foundation	Panel Management	PSP, GPSC	Independent or supported EMR optimization work	Ensuring clinic data is current and can be maintained easily	To ensure data in clinic EMR is representative of clinic’s patient population, and to enable clinics to make the most of their EMR data	Up to 1 year	Optimize use of EMR data to clinically support populations of interest within a practice
Primary	Team Mapping	SIDFP, PSP	Group Exercise/ Workshop	Defining clinic specific team-based care processes	To define how a clinic team can best a) support the patient and b) organize their processes and workflows to do so	One 3-hour session or multiple 1-hour sessions	Implementation of defined workflows for patients. Quality improvement support as needed (in person or remote)
	Team Launch	SIDFP	Group Exercise/ Workshop	Defining team norms, roles, expectations	To establish rules and strategies about how the clinic team operates	1.5 hours for established clinics, longer for new clinics	Implementation of Team Charter as developed during workshop
	Team Based Care On the Run *	UBC Health	Online, self-directed, independent learning	Foundational education for TBC	To give a team member introductory information about a TBC topic	30 minutes? (7 modules)	Topics of interest can be explored further through SGLSs. If existing offerings do not meet needs, customized workshops are available.
Secondary	Team-Based Care SGLSs *	PSP	Facilitated learning for a clinic as a team or for participants in a broader setting	Interactive, deeper learning on a variety of TBC topics	To increase skills and knowledge, and to reinforce learning with implementation	2.5 hours, 7 modules	Action planning Post activity questionnaire In-practice visit from PSP or Peer Mentor
	Practice Toolkit – Team-Based Care Chapter	SIDFP	Self-directed or facilitated process development and documentation	Defining how a clinic operates	To create a living document that defines and describes TBC in a clinic	Dependent on clinic	Clinic owns toolkit and is responsible for its upkeep as a living document. Can be supported by SIDFP
	Interprofessional Collaboration On the Run*	UBC Health	Online, self-directed, independent learning	Foundational education for Interprofessional collaboration	To give a team member introductory information about an interprofessional collaboration topic	30 minutes? (7 modules)	Topics of interest can be explored further through customized workshops.
Tertiary	In-Practice Coaching	SIDFP, PSP, IH	Real-time, in-practice support	Help for a clinic that is experiencing challenges	To support and improve TBC within a clinic	Dependent on clinic	Ongoing follow up as needed. May generate tweaks to Toolkit, further learning sessions

*** Learning Session Modules:**

<p>PSP Small Group Learning Sessions</p> <ul style="list-style-type: none">• Foundations of Team-Based Care• Interprofessional Communication• Patient-Centred Care• Team-Based Care Practice Approach• Team Functioning• Interprofessional Conflict Management• Collaborative Leadership	<p>Team-Based Care On the Run Modules:</p> <ul style="list-style-type: none">• Foundations of Team-Based Care• Interprofessional Communication• Patient-Centred Team-Based Care• Role Clarification• Team Functioning• Conflict Management• Collaborative Leadership	<p>Interprofessional Collaboration On the Run Modules:</p> <ul style="list-style-type: none">• Introduction to Interprofessional Collaboration• Interprofessional Communication• Patient/Client/Family/Community-Centred Care• Role Clarification• Team Functioning• Interprofessional Conflict Management• Collaborative Leadership
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Additional Notes:

- All Options are suitable for existing teams who work together in primary care clinics, as well as clinics that are taking on new team members (GPs, NPs, ACPs).
- Options presented are arranged as Foundational, Primary, Secondary, and Tertiary interventions.
- For facilitated sessions, combination of interventions may be possible.
- A variety of additional resources may be available to help clinics clean up and manage their panels, gather and analyze relevant data, consider your clinic space, optimize your team workflows, and build and upskill your team.