

## **AHRQ's Primary Care Practice Facilitation Forum**

This electronic newsletter continues our efforts toward building a learning network for individuals with an interest in practice facilitation. We will use this listserv to share questions and answers submitted by learning forum members, as well as resources, research articles, and events of interest to the community.

**January 3, 2014**

### **Key Concepts in Practice Facilitation: Team-Based Care**

The demands placed on primary care clinicians in today's health care system are generally greater than what a sole provider can handle alone. Most clinicians would likely agree that there are not enough hours in the day for providers to deliver all of the preventive and chronic care services that patients need. While those working in primary care practices are typically overburdened, using a team-based model of care presents providers with a strategy for overcoming these challenges and delivering more effective health care services to their patients.

Team-based primary care is provided by a cohesive group of health care professionals associated with a practice. Each member of the team brings different skills and insights to collectively address patients' health needs. Care teams efficiently share responsibilities so that each team member performs duties that best fit his or her skills, allowing the team to deliver comprehensive care to patients. The composition of a care team will vary depending on practice size and patient need, but teams are typically organized around a primary care provider and may also include nurses, medical assistants, pharmacists, nutritionists, care coordinators, and social workers, among others.

Practice facilitators can play a key role in helping practices to implement team-based care by assisting with the set up of care teams, redesigning workflows, clarifying each team member's role, and establishing more effective means of communication to strengthen team approaches to care. [\*The Practice Facilitation Handbook: Training Modules for New Facilitators and Their Trainers\*](#) provides exercises that practice facilitators can use to increase practice staffs' understanding of how using a team-based model to spread workloads and shift responsibilities benefits both care team members and patients.

For more information on how to help primary care practices use team-based care to improve the delivery of care, see [Module 19](#) of [\*The Practice Facilitation Handbook: Training Modules for New Facilitators and Their Trainers\*](#). You can download a [PDF copy of the entire handbook](#) free of charge at the PCPF Resources page of AHRQ's **PCMH Resource Center** ([www.pcmh.ahrq.gov](http://www.pcmh.ahrq.gov)).

## Relevant Resource:

### AHRQ's TeamSTEPPS Primary Care Version

The Agency for Healthcare Research and Quality (AHRQ) and the Department of Defense have developed TeamSTEPPS, a training curriculum designed to improve patient safety, communication, and teamwork skills within a health care organization. The TeamSTEPPS curriculum and accompanying materials support practice efforts to provide higher quality patient care by creating highly effective health care teams. By implementing the TeamSTEPPS program, teams can clarify roles and responsibilities, and improve communication and leadership capacity to optimize the sharing of information and resources, which ultimately helps health care professionals to establish and sustain a culture that promotes quality and safety within their organizations.

While the TeamSTEPPS curriculum is useful for all health care organizations, the Primary Care version of TeamSTEPPS specifically addresses the challenges and opportunities of primary care, office-based teams. These materials are available at no cost on [AHRQ's website](#). A comprehensive toolkit for use by practice facilitators is due to be released in 2015. For more information on primary care TeamSTEPPS please contact Richard Ricciardi, PhD, NP at [richard.ricciardi@ahrq.hhs.gov](mailto:richard.ricciardi@ahrq.hhs.gov).

## Upcoming Event

### 2014 TeamSTEPPS National Conference

**Save the Date!** *June 11-12 in Minneapolis, MN at the Minneapolis Marriott City Center*

Presented by: AHRQ's TeamSTEPPS National Implementation Team

The National Conference includes educational programming beginning June 10 with pre-conference sessions followed by keynote presentations, concurrent presentation panels, networking opportunities, and a poster session. Registration for this free conference will open in early February.

The TeamSTEPPS National Implementation released a call for presenters for presentations and posters that is **due by January 10, 2014**. Please consider submitting a proposal to share your experience implementing TeamSTEPPS, perspectives on the future of TeamSTEPPS, or insight on current and future trends affecting the adoption of TeamSTEPPS. For more information, see the [call for presenters flyer](#) which contains additional details.

Check the [TeamSTEPPS website](#) regularly for important updates on presenters and to-be-announced conference activities. Questions? Please contact the National Implementation Team via e-mail at [AHRQTeamSTEPPS@aha.org](mailto:AHRQTeamSTEPPS@aha.org) or via phone at 312-422-2609.

## Managing Your Account

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