Team Development for Clinicians and MAs
Patient Centered Medical Home
Team Development Clinicians and MAs

Patient Centered Medical Home

Nuts & Bolts of Flow Manager Partnership Clinicians and MAs

Essential Skills of a Flow Manager MAs

Giving & Receiving Feedback Clinicians & MAs
Take-aways for today’s meeting

- Identify what makes a team/partnership successful
  - Clarification of partnership’s purpose
  - Agreed upon operating principles of the partnership
  - Discussion of critical supporting processes with focus on decision making

- Plan for continuous learning and improvement to enhance partnerships
High-performing Teams: Interdependence and Cooperation

- Excellent Communication
- The Means of Cooperation
- The Climate for Cooperation
- The Method for Cooperation
- The Structure for Cooperation
- The Reason for Cooperation
- Clear Roles
- Accepted Leadership
- Effective Processes

Common Purpose

Interdependence Cooperation
Value of Purpose Statement

- High performance starts with each team member understanding the team’s purpose/mission and feeling personally aligned with its reason for existing.
- This clear, common, and compelling purpose is the key differentiator between teams that accomplish extraordinary results and those that are less successful.
What is our purpose?

A purpose answers these questions:
- Why does our team/partnership exist?
- For whom do we exist?
- What is unique/special about our team?
  - Take into consideration what we do and how we do it
Effective Processes:

Processes, guidelines, standards – what and how the partnership works together to accomplish their purpose:

- What are the tasks and workflows?
  - Who will do what?
  - What are the workflows we follow?
  - What skills need to be developed?

- How will we work together?
  - How will we give and receive feedback?
  - How will we resolve conflicts?
  - How will we energize and support each other?
  - How will we make decisions?
What Improves Team Cooperation?

- Operating principles for team interactions, such as:
  - Follow standard work, trust the process
  - Huddle to plan the day
  - Debrief daily to identify what is working and what needs to change/improve
  - Share responsibilities, be accountable to each other
  - Ask, don’t make assumptions (there are no stupid questions)
  - Consider “mistakes” an opportunity to learn and improve
  - Learn from each other
  - Give timely recognition and feedback
  - Participate fully – listen actively as well as advocate for your perspective
  - Be respectful of each other (don’t throw anyone under the bus)
  - Openly address issues and problems; commit to decisions
  - Anticipate each others’ needs
Decision Making Continuum

- **MA** decision and I’m informing you

- **MA** decision with **Clinician** input – **MA** asks for input from **Clinician** but **MA** gets to decide

- **MA** and **Clinician** decision; we will make it together

- **Clinician** decision with **MA** input – **Clinician** asks for input from **MA** but **Clinician** gets to decide

- **Clinician** decision and I’m informing you
## Decision Making

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How will the partnership learn and improve?

- How will we be accountable to each other?
- Working agreement
- Action Plan