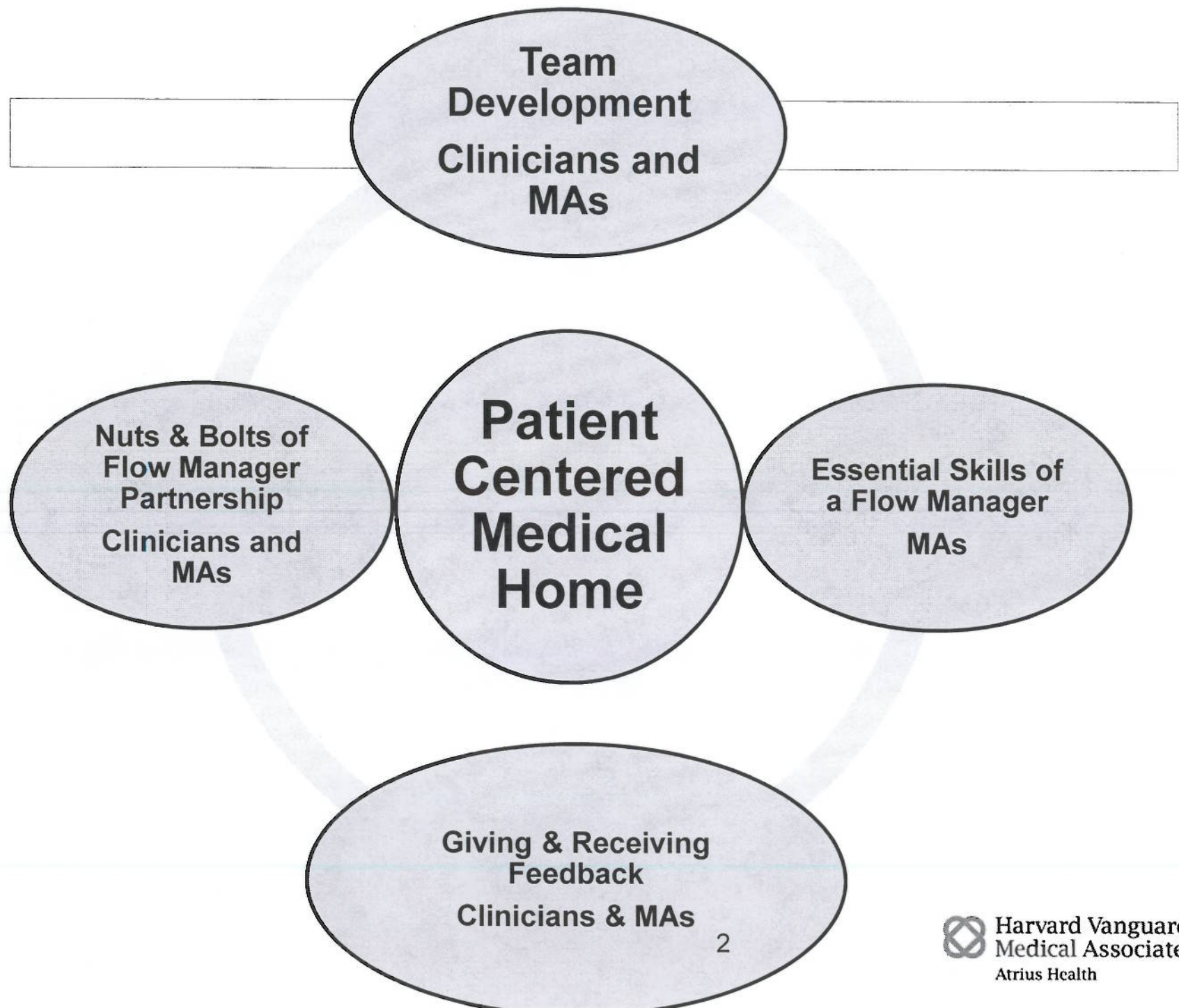


Team Development for Clinicians and MAs Patient Centered Medical Home

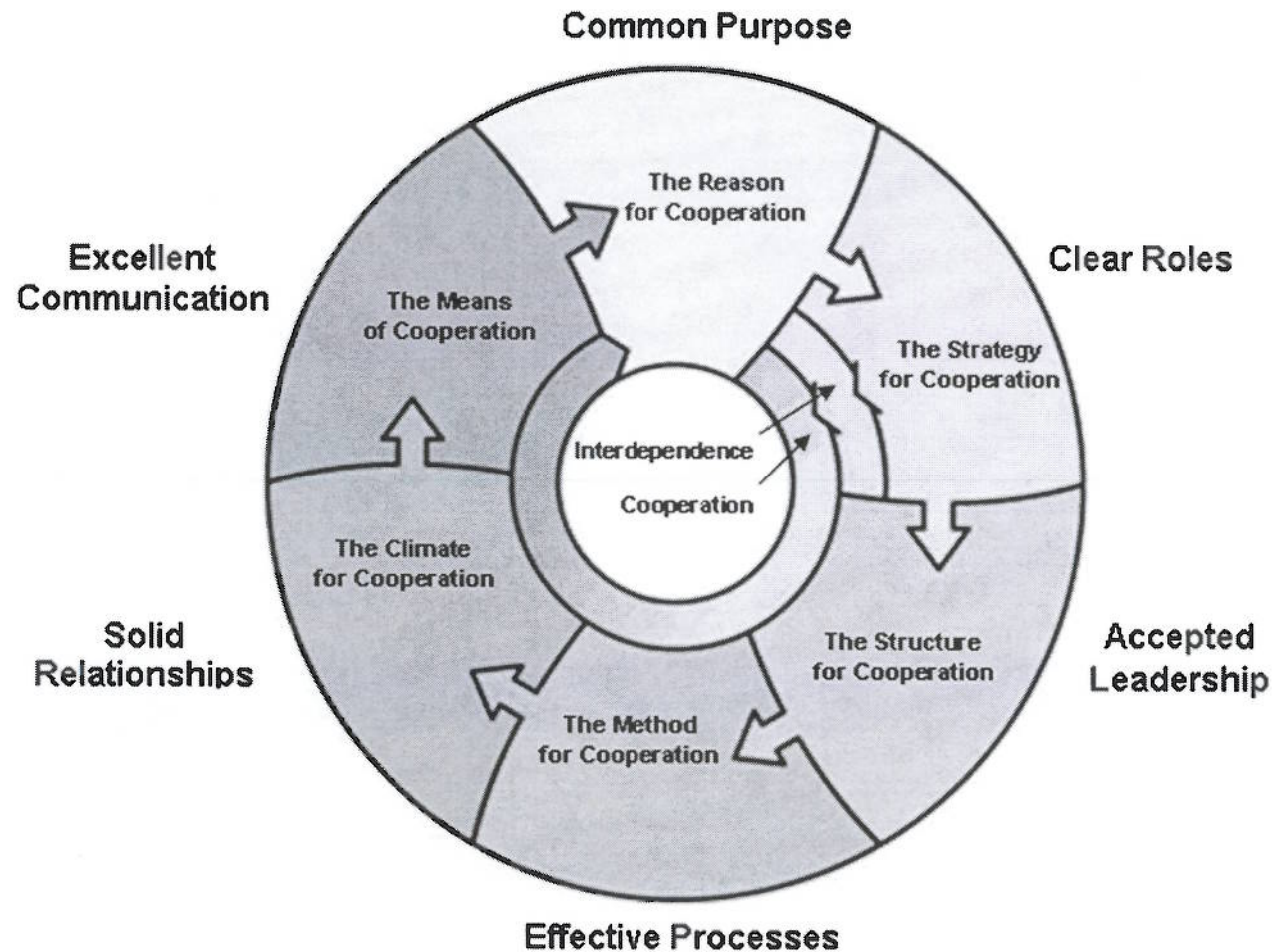




Take-aways for today's meeting

- 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



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?

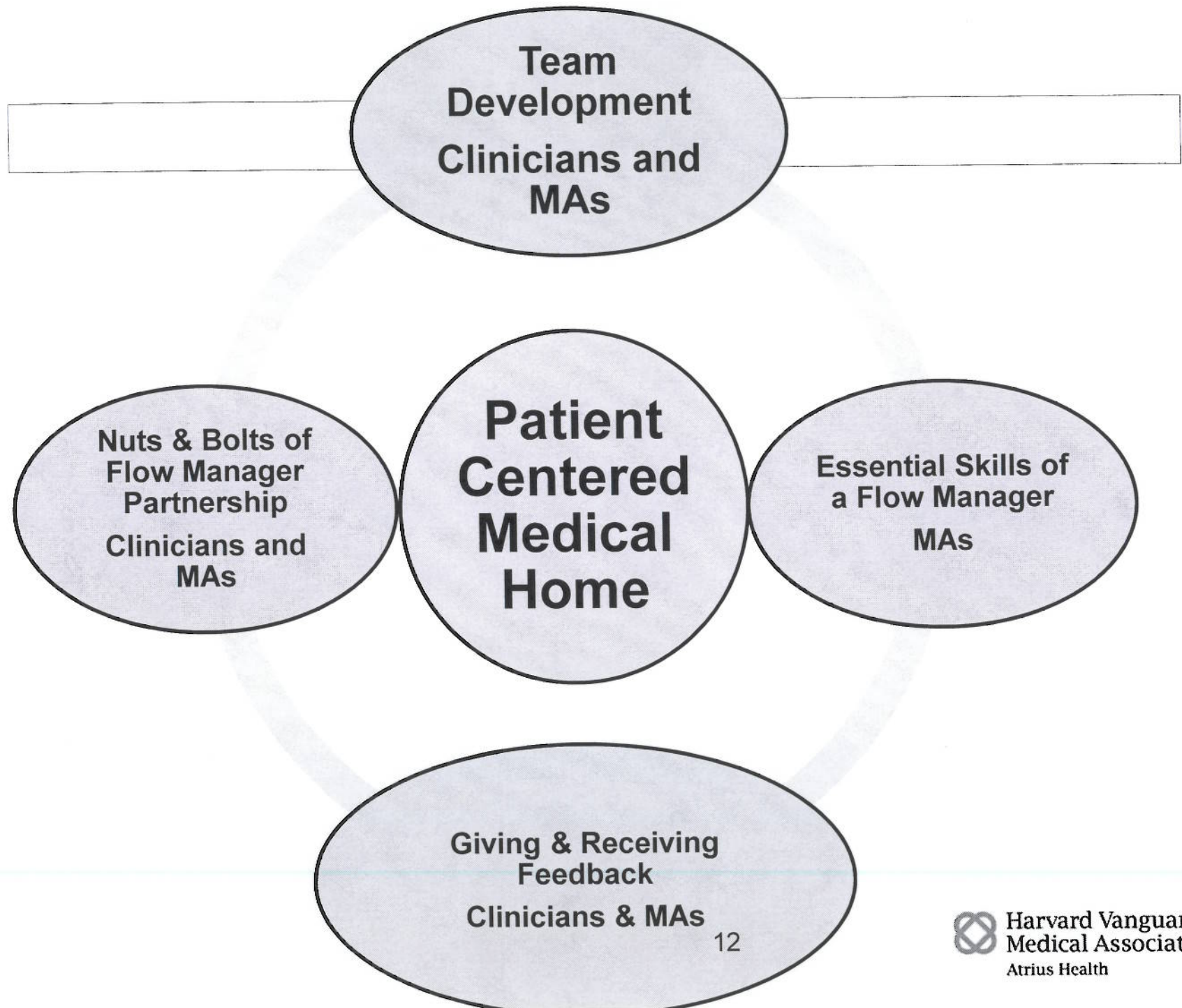
- Operating principles for team interactions, such as:
 - Follow standard work, trust the process
 - Huddle to plan the day
 - Debrief daily to identify what is working and what needs to change/improve
 - Share responsibilities, be accountable to each other
 - Ask, don't make assumptions (there are no 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

MA decides	MA decides with input	We decide	Clinician decides with input	Clinician decides



How will the partnership learn and improve?

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