

Building an Effective HBPC Team – Discussion Guide with Facilitator Notes

Thank you for leading a group discussion regarding key learning points from the HCCI online education activity, *Building an Effective Home-Based Primary Care Team*. This guide is intended to help you prepare to facilitate this discussion.

OVERVIEW

Purpose: The discussion’s purpose is to highlight best practices to build an environment that promotes team cohesiveness and effective communication to better support your patients and their families.

Audience: This discussion is intended for learners who have successfully completed the online education activity, *Building an Effective Home-Based Primary Care Team*. The discussion should take no longer than 60 minutes to complete.

Materials:

- Hard copies of the *Next Steps* handout from the Resources screen in the course.
- *Optional:* A flipchart to capture comments and ideas to help focus discussions and/or save for future implementation.

Instructions: Use the question prompts provided to initiate group discussions.

Learning objectives:

- Describe the characteristics of an interdisciplinary HBPC team and contrast with characteristics of other types of teams.
- Identify barriers to developing strong interdisciplinary teams.
- Apply best practices to improve HBPC team effectiveness.

AGENDA

#	Topic	~Minutes
1	Introduction	5 min
2	Optimal Teams	10 min
3	Overcoming Team Barriers	15 min
4	Strategies for Effective Teams	10 min
5	Debrief	5 min

TOPIC 1: INTRODUCTION

Question prompts:

- While taking the course, did you feel that the topic was more relevant in HBPC than in an outpatient/office setting? Why?
- Who makes up a healthcare team in our HBPC practice (e.g., physicians, nurses, medical assistants)?

TOPIC 2: OPTIMAL TEAMS

Question prompts:

- The course discussed different types of teams. Do you recall which one was identified as most effective for healthcare?
- There were three characteristics of an optimal interdisciplinary team. Can you describe each? What does this look like in practice?
 - Patient-Focused
 - Lean
 - Diverse
- What are other characteristics of interdisciplinary teams (e.g., communication preferences, leadership preferences, team identity, role definition)?
- What benefits do interdisciplinary teams offer in healthcare and in our practice?
- The course indicated that care coordinators (i.e., LPNs/RNs) can be defined in many ways and each practice decides what level of coordination they can offer. Who does our practice utilize as care coordinators and what benefits do they provide?
- Are there any opportunities you think we could be taking better advantage of in utilizing our care coordinators and making services more efficient?

TOPIC 3: OVERCOMING TEAM BARRIERS

Question prompts:

- There are several barriers HBPC providers may face that make effective team communication difficult. Define each barrier and brainstorm some strategies to overcome them. (NOTE: You may want to divide participants into pairs or small groups and assign a barrier for discussion. Then debrief together.)
 - Geographic proximity
 - Limited time
 - Large/complex caseloads
 - Behavioral health caseloads
 - Leadership style
 - Culture/gender differences

TOPIC 4: STRATEGIES FOR EFFECTIVE TEAMS

Question prompts:

- There were several strategies for effective teams discussed in the course. What are some example activities can we implement in our practice regarding each of the following:
 - Get to know each other.
 - Build a shared mission.
 - Create a desirable culture.

TOPIC 5: DEBRIEF

Question prompts:

- Refer to the *Next Steps* handout. Review and mark which steps you would like to commit to taking next. Share your ideas for implementation.