Building a Better Tomorrow Together:

Taking Collaborative Team Building from Concept to Practice

2012 National Health Leadership Conference
Presentation Outline

• Interdisciplinary team collaboration
• BBTT program development
• BBTT program implementation
• Lessons learned
Collaborative care is organizing and working as a team while effectively utilizing the separate and shared knowledge and skills of care providers and patients to deliver continuous and comprehensive care to best meet the needs of the practice population in a cost-efficient manner.

Team members explore, manage, and/or solve patient health concerns, with the best possible participation of the patient, to improve health outcomes. Collaboration recognizes, utilizes, and respects the strengths and integrity of each team member’s approach and contribution to care.
Interdisciplinary Team Collaboration

• Better for patients

• Better for providers

• Better for the system
Interprofessional Education

Collaborative Practice

What’s the connection?
Building a Better Tomorrow Together

- A series of workshops designed for people working within Nova Scotia’s health care system.

- Purpose:
  - To help health care providers learn new skills, gain new insights and increase their confidence to organize and work as a team
  - To help health care providers recognize, utilize, and respect the strengths and integrity of each team member’s approach and contribution to care
The Journey...


Redesign and Nova Scotia Branding (2009)

Facilitator Training and Support (2010 – ongoing)

Building a Better Tomorrow Together (BBTT)

Health

NOVA SCOTIA

Understanding and respecting team members’ roles

Understanding Primary Health Care

Recognizing that teamwork requires work

Having the practical “know how” for sharing patient care

Communication
BBTT Evaluation (2006)

- Modules increased knowledge, skills, and confidence
- Individual professional practice impacts fostered collaborative team care
- Capacity building was important; in particular the preparation of and support for “in-house” facilitators
- Management and institutional support was important for
  - Leadership,
  - Building momentum,
  - Program implementation, and
  - Making and sustaining changes in collaborative team work.
Needs Assessment Revisited (2009)

- Capacity
- Readiness
- What We Heard
Building a Better Tomorrow Together
Team Development for Collaboration in Health Care

Program Framework

**GREEN:** reflects competencies for interprofessional collaborative practice and needs assessment/evaluation results.

**BLUE:** reflects needs assessment priorities for quality health care service delivery.

February 2012
Participant Materials

- Agenda
- Learning Objectives
- Content/Tools/Activities
- References
- Evaluation Questionnaire
## Facilitator’s Guide (Module Plan)

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<td><strong>UNIT 1: INTRODUCTION</strong></td>
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<tr>
<td>1A</td>
<td>Welcome and Introductions 15 minutes</td>
<td>Introduce yourself and participants. Review workshop objectives. Discuss ground rules and logistics.</td>
<td>Presentation. Large group discussion.</td>
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| **UNIT 2: FOUNDATIONS OF PRIMARY HEALTH CARE** | | | | |
| 2A | The History of PHC 10 minutes | Understand the historical nature of primary health care. | Help participants understand that primary health care and the related terminology have evolved over several years. | Presentation. Large group discussion. |
| 2B | The Language of PHC 20 minutes | Define the language behind primary health care. | It is important to de-emphasize debates over definitions given their evolving nature. Although people define words differently, the workshop will focus on generally accepted definitions. | Presentation. Dyad activity. |

| **UNIT 3: DEFINING PRIMARY HEALTH CARE** | | | | |
Facilitator Requirements

- BBTT modules will be co-facilitated by two individuals; preferably representing two different health care provider groups.

- At least one facilitator will have:
  - Taken the 3 day BBTT facilitation skills training workshop OR been an active, original BBT facilitator and attended the first day of the BBTT Facilitation Skills workshop.

- The second facilitator will have:
  - Documented completion of a facilitation skills training program AND demonstrated facilitation skills, based on the IAF definition.
  - In this scenario, it is assumed that the facilitator who has completed the BBTT Facilitation Skills workshop will mentor the second facilitator regarding the foundational concepts discussed during Day 1 of the workshop.
Facilitator Training Program

• To enhance “in-house” capacity to support interprofessional collaboration within teams.

• The workshop design included two components:
  – Days 2 and 3: knowledge and skill development around facilitating adult learning and collaborative patient-centred teamwork.
Facilitator Training Program Delivery (2009)

- Collaborative primary health care and acute care initiative
- 4 – 3 day training workshops
- 79 participants
- Recruitment (FAQ)
- Debrief with managers & directors – Facilitator support strategies
  - Telehealth
  - DVD
Support Strategies

• **BBTT Facilitators**
  – Modules (manuals, decks, tools)
  – Orientation sessions – module content
  – Networking sessions – facilitation skills
  – Consultant mentorship
  – New Community of Practice – Sharepoint; Telehealth

• **BBTT Leads**
  – Telehealth meetings q 6-8 weeks
  – Information/promotion slide deck

• **District Leadership**
  – Consultant meetings with district leadership including BBTT leads
  – Priority setting matrix
Challenges

• Facilitator availability
• Funding
• Reaching primary care providers
• Leadership support – getting traction & maintaining momentum
• Series of workshops vs process for team development
• Creating/clarifying expectations
• Capacity/Funding
Successes

- Facilitators
- BBTT Leads
- Participants
- Health leadership
However....

• “You know teams just don’t work, you have to work at it.”
  – Sargent, J., Loney, E. & Murphy, G. (2010) Effective interprofessional teams: Contact is not enough.
Lessons Learned

- Setting and managing expectations
  - Communication
  - Leadership support
  - Workload balance

- Capacity

- New program – learn and flex as we go.
Where we are now/Next steps

• Implementation Guide
• CME accreditation
• Facilitator CoP
• Funding
• New module roll out: self management support
• Program evaluation
• Atlantic connection – potential partnerships
Building a Better Tomorrow Together