

Primary Care Day Conference

Name of Project/Initiative	Improving Teamwork at Access Winnipeg West by Establishing “Micro Teams”
Goal	The primary objective is to enhance teamwork and improve patient care by reorganizing practice structures at Access Winnipeg West. The micro-team model aims to foster collaborative trust, shared purpose, and effective practice coverage, allowing each team member to work to their full potential, reduce stress and duty duplication, and improve team cohesion.
Critical Success Factors	<p>There are several key elements contributed to the success of the project:</p> <ul style="list-style-type: none"> a) Establishing a Transitional Leadership Team to guide the design and implementation process. b) Using patient scenarios and use cases to identify improvement opportunities. c) Defining clear aims and measures, conducting root cause analyses, and addressing challenges. d) Operationalizing the “CARE” model for enhanced care coordination. e) Testing and refining changes with PDSA (Plan-Do-Study-Act) cycles to ensure continuous improvement.
Lessons Learned	<p>Based on the reflections from January 2023:</p> <ul style="list-style-type: none"> a) Primary Care Nurse (PCN): Building closer patient connections and therapeutic relationships has enhanced team cohesion, particularly with PCAs, while improving workflow efficiency. b) Primary Care Assistant (PCA): Consistent interactions have helped us understand each provider’s style and build familiarity with patients, creating a more comfortable experience for everyone involved. c) Nurse Practitioner (NP): Improved relationships across the team have made it easier to integrate new members and quickly find the right support, enhancing overall collaboration. d) Physician (MD): Coordinating one-off tasks is much simpler now, making daily work feel more manageable and cutting down on admin-related stress.
Contact for more information	Dr. Alexander Singer alexandersinger@gmail.com