

# Better Together: Transforming Primary Care with Team-Based Care



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# Guiding principle: Quintuple Aim



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# Renewed Spotlight on Team-Based Care



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Time to invest in team-based care and the training for health professionals who provide it: Team Primary Care Summit

*Health professionals, educators, and organizational leaders issue Call to Action to encourage governments to help Canada's health care system*

## Seven Things We Can Do to Stabilize Our Health System

BY DR. JOSS REIMER



## Seven Things We Can Do to Stabilize Our Health System



Joss Reimer

President of the Canadian Medical Association. Public health and maternity doctor. Fmr Med Lead: MB's COVID 19 Vaccine...





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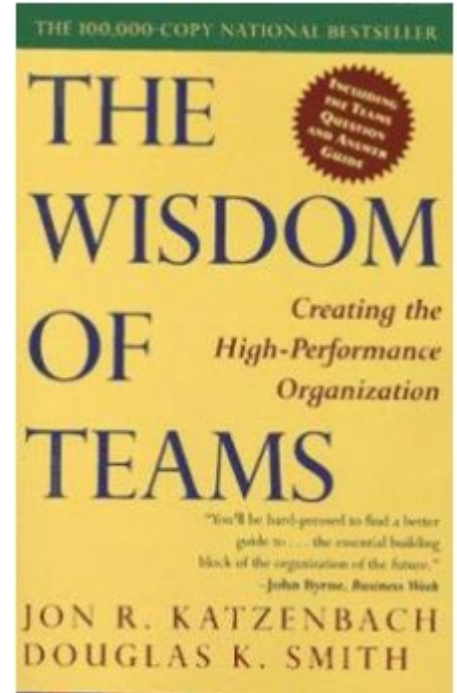
# Defining a Team

# Defining a Team

A collection of individuals who are **interdependent** in their tasks, who **share responsibility** for outcomes, *who see themselves and who are seen by others* as an **intact social entity** embedded in one or more larger social systems and who manage their relationships across organizational borders.

# What is a Team?

- Common purpose
- Common performance goals
- Commonly agreed upon working approach
- Mutual accountabilities
- Teams are small and have complementary skills



# Reflection Questions:



**When you think of the team you work with in primary care...**

*Are you interdependent in your tasks?*

*Do you share responsibility for outcomes?*

*Do you see yourselves as an intact social entity embedded in a larger system?*

# Team Based Care & Collaboration



# The Case for Team Based Care



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## Enhanced Patient Outcome

- ✓ Comprehensive and patient-centered care
- ✓ Improved care coordination and satisfaction



## Increased Access to Care

- ✓ Greater availability of services across communities
- ✓ Supports timely and high-quality care



## Improved Provider Satisfaction

- ✓ Distributed workloads; better communication
- ✓ Higher job satisfaction; supportive work environment



## Optimized Financial Impact

- ✓ Efficient use of resources
- ✓ Long-term cost savings

# Maximizing Team-Based Care

## A Successful Team

- Effective Communication and Collaborative
- Decision-Making
- Maximized Scope of Practice
- Clear Roles and Responsibilities
- Continuous Learning and Improvement
- Supportive Leadership and Mutual Respect
- Patient-Centric Focus and Shared Goals

# Benefits of Interprofessional Team-Based Care



## For Patients

- Enhances patient care through better coordination and access of services.
- Provides comprehensive, holistic care that addresses a broad spectrum of health needs.
- Encourages patients to take an active role in managing their health – promoting self management.
- Improved quality of care.
- Promotes more efficient use of time and resources in delivering care.

# Benefits of Interprofessional Team-Based Care



## For Providers

- Promotes workplace and provider satisfaction
- Shifts the focus from acute, episodic care to long-term prevention and chronic disease management with the support from a team that can address a variety of health needs (*i.e. prevention education, screening, nutrition counselling, mental health care, etc.*)
- Creates a supportive environment that encourages innovation.
- Allows providers to concentrate on their areas of expertise, enhancing care effectiveness and improving patient outcomes.
- Offers opportunities for providers to learn from one another and improve care through collaboration.

# Benefits of Interprofessional Team-Based Care



## For Health System Delivery

- Enhances the efficiency of care delivery as a result of comprehensive holistic care.
- Reduces the strain on acute care facilities by emphasizing prevention, education, and overall better management of health conditions.

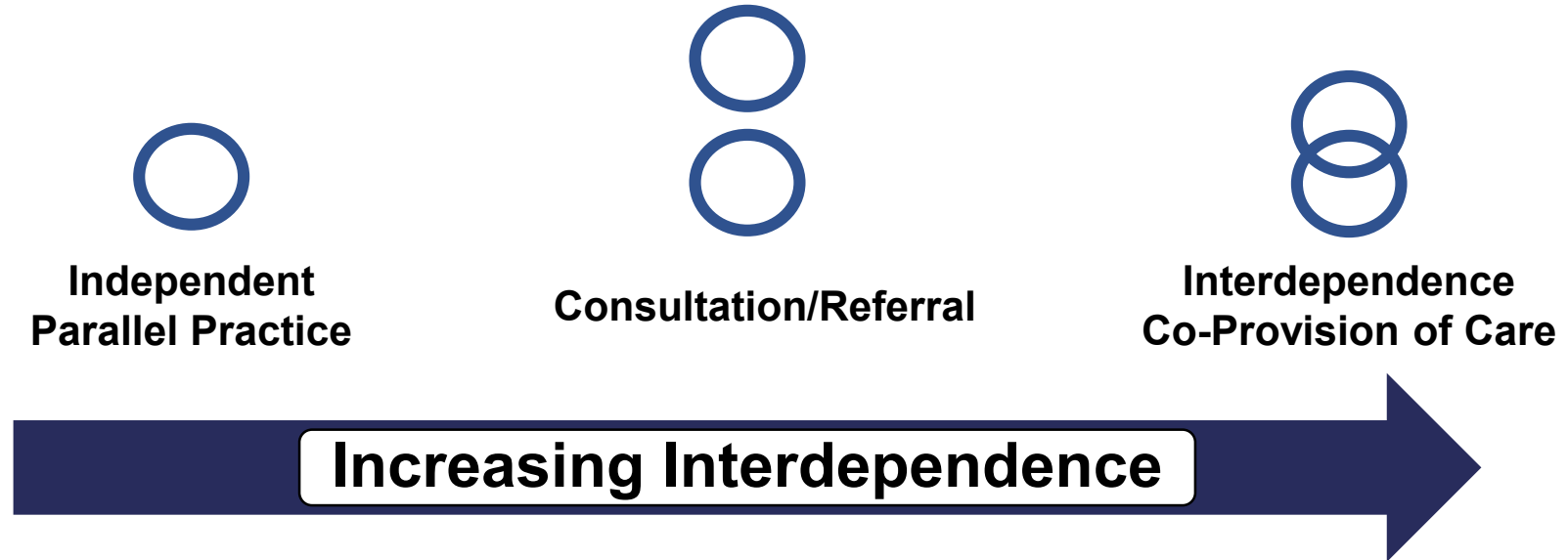
*“Team Building Part A Resource Guide”, Quality Improvement and Innovation Partnership, January 2009.*

# The Spectrum of Collaboration



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**Collaboration among health professionals is dynamic and occurs within a spectrum**



# Team Based Care Models in Manitoba

# The Evolution of Team Based Care in Manitoba

## Primary Care Reform (2006-2016)



**\*2024**  
Family Medicine  
Plus (FM+) Tariffs



# Tools to Support Team Based Care

# Canadian Interprofessional Health Collaborative Competency Framework for Advancing Collaboration



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## Six Competency Domains:

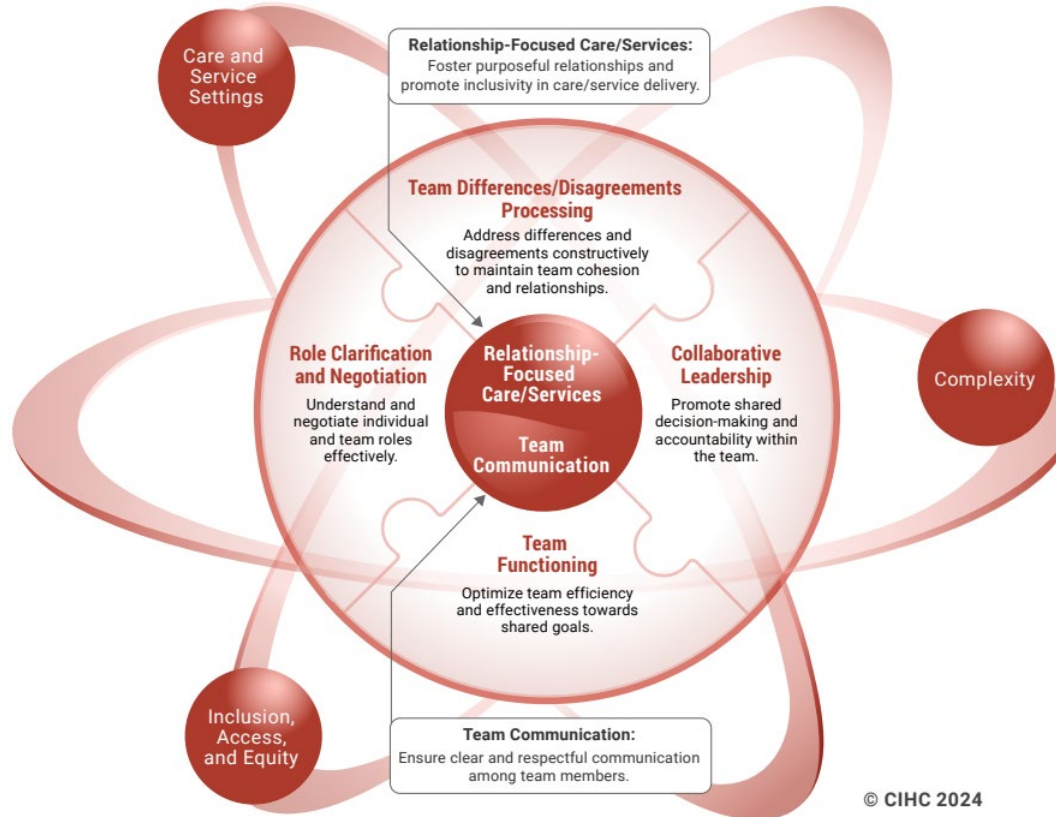
The CIHC Competency Framework integrates the competencies required for collaboration in healthcare and services.

- Relationship-Focused Care/Services
- Team Communication
- Role Clarification and Negotiation
- Team Functioning
- Team Differences/Disagreements Processing
- Collaborative Leadership

# The CIHC Competency Framework



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# Teamwork in Action: Transforming Primary Care Together

## Team Based Curriculum What's Coming in 2025?

### Workshop1

Primary care principles, interprofessional care models, the CIHC framework, and scope of practice.

### Workshop2

Case studies and tools for team performance evaluation.

### Workshop3

Review the evaluation results and determine next steps:

Teams will proceed to either a *Team Mapping session* or *Access Improvement Model workshops*.



# Teamwork in Action: Transforming Primary Care Together

## Team Mapping in 2025

Led by trained facilitators, *Team Mapping* uses **patient personas** to explore:

- ❖ Team dynamics
- ❖ Foster **patient-centered** discussions
- ❖ Translate insights into **actionable steps** by mapping out care team roles and tasks



**Questions?**



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# Facilitated Table Discussion



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Please designate one person at your table to take notes  
(template on your table)

15 minutes to discuss and record your reflections on the following  
questions:

**Considering available resources for team-based care,  
what additional supports would benefit your clinic?**

**Share an example of a strong team you've been part of.  
Why was it successful?**