

National Healthcareer Association: TEAM Based Care™ Certificate Program

Implementation Guide

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Description

The TEAM Based Care™ Certificate Program introduces learners to key concepts in team-based care—a health care delivery approach in ambulatory care settings that is increasingly becoming a key part of the modern health care system. When executed well, team-based care can help both patients and providers improve coordination and efficiency, increase effectiveness and value, and improve both patient and provider experience and satisfaction.

The TEAM Based Care assessment-based certificate program consists of three eLearning modules, each of which are followed by end of module quizzes that function as practice exams for the final Certificate assessment. Learners who complete all three eLearning modules and pass the final certificate assessment are awarded a certificate.

The three modules of this certificate program consist of the following.

POPULATION HEALTH MANAGEMENT

- Introduction to team-based care
- Core concepts of population health management
- Patients who have chronic diseases, and—as a result—are key targets for population health management
- Different models for delivering population health management
- Accreditation programs and regulations
- Goals and strategies of population health management

TEAMWORK AND CARE COORDINATION

- Team-based health care in ambulatory settings
- Key principles of team-based health care
- Main components of provider teams
- Models of care
- Communication fundamentals for team-based care settings
- Interprofessional and interdisciplinary team collaboration
- Patient-centered care planning
- Care coordination in the community
- Role of the patient navigator
- Use of EHR/EMR in care coordination

TEAM BASED CARE IN PRACTICE: METHODS AND TECHNIQUES

- Team huddles
- Steps for an effective team huddle
- “Flow” in the context of health care and flow management
- Key aspects of the visit cycle in a team-based care ambulatory practice: pre-visit planning, screening, expanded rooming, in visit, discharge, and electronic management

eLearning Module Features

Instructional features within the eLearning modules are designed to engage learners and help them navigate the content at their own pace.

Key features include the following.

- Program, module, and lesson overviews set the context.
- Learning objectives at the lesson level are clear, specific, and measurable to set well-defined expectations for learners. Learning objectives are reinforced with the Knowledge Check questions at the end of each lesson, which prepare learners for the certificate assessment that tests the attainment of these defined learning outcomes.
- Completion time estimates at the beginning of each lesson help learners structure and schedule their course of study and work at their own pace.
- Interactive elements engage the learner.
- Tap/click to hear the text on screen read aloud by a narrator.
- Video vignettes feature unscripted interviews with real health care professionals who work in an ambulatory care clinic that practices team-based care.
- Lesson-level Knowledge Checks allow the learner to test their attainment of the stated learning objectives for that lesson before moving on to the next lesson. These questions include feedback. Knowledge Checks can be accessed and repeated at any time, allowing the learner to return to them for additional study.
- Key Points Summaries at the end of each lesson further reinforce the content covered in the lesson.
- Flash Cards allow the learner to drill their active recall of key terms and concepts.
- Downloadable Performance Support Tools can be downloaded for use long after the learner has completed the certificate program.
- End-of-module quizzes are scored and serve as a practice exam to help learners prepare to take the certificate-awarding assessment.

Facilitator's Toolkit Features

The program also includes a Facilitator's Toolkit, which helps facilitators customize the application of the knowledge gained from the certificate program to meet the needs of their learners and institutions. As such, these materials can be used to enhance the TEAM Based Care™ Certificate Program.

The Facilitator's Toolkit provides a set of tools that can be used together to reinforce the key concepts in each eLearning module of the Certificate Program via live or virtual classroom session(s) that are suitable for delivery in an academic setting or during employee training and onboarding.

The Toolkit consists of this Implementation Guide and the following facilitation tools.

- A PowerPoint-based Facilitator's Guide (divided into three PowerPoints, one per eLearning module), with Facilitation and Speaker notes to guide facilitators in delivering a dynamic live review and reinforcement of the key content contained in each eLearning module
- A PDF Participant's Guide (one for each eLearning module) that facilitators can distribute to learners that helps them build a customized handout and take-home resource

These facilitation tools are segmented per module, which allows you to sequence live sessions with learners' completion of the online eLearning modules if desired.

WHY USE THE FACILITATOR MATERIALS?

Promote learner success in team-based care by:

- Facilitating content mastery.
- Helping the learner improve confidence.
- Supporting the learner's understanding and review of the defined learning outcomes of the program.
- Boosting the learner's self-learning.
- Enforcing critical thinking and application of knowledge in the facilitator's institution, whether for use in an academic or health care setting.

Support faculty or employer trainer teaching practices.

Help facilitators to deliver a blended learning solution by:

- Aligning online, asynchronous self-paced study with synchronous classroom sessions.
- Providing guidance on sequencing/assigning selected lessons from the eLearning modules in conjunction with the classroom learning sessions.

Assess and reinforce the effectiveness of live or virtual classroom participation.

Program Implementation Strategies

- Read this implementation guide—and, ideally, complete the online eLearning modules—to familiarize yourself with the content prior to delivering a live classroom session. The content within each eLearning module, including the Facilitator's and Participant's Guides, is reviewed and reinforced in the Toolkit in the same order that it appears in the module.
- Consider aligning learners' completion of the eLearning module/lesson content to delivery of the review sessions provided in each companion Facilitator's Guide. Options and recommendations:
 - » Direct learners to complete each eLearning module prior to attending the live session.
 - » Direct learners to complete all of the lessons of each eLearning module—including the unscored knowledge checks after each lesson, followed by the end-of-module quizzes—to ensure individual comprehension and mastery.
 - » Instruct learners to complete all three modules in order prior to attending the live classroom review/reinforcement sessions. Alternatively, self-study and live facilitated sessions can be sequenced and aligned.
 - › Instruct learners to complete the first module—Population Health Management—then the end-of-module quizzes (there are two practice exams available per module) prior to attending the Population Health Management Review Session, which you will deliver using the Facilitator's Guide.
 - › Learners should then complete the second module—Teamwork and Care Coordination—and complete the end-of-module quizzes prior to attending the review session for that module.
 - › Finally, prior to attending the third live review session, learners should complete the third module—TEAM Based Care in Practice: Methods and Techniques—and accompanying end-of-module quizzes.
- Module 1: Population Health Management is the largest of the three eLearning modules and will take the average learner 115 to 140 minutes to complete. (See the Recommended Time table in this guide.) The Facilitator's Guide for this module will take approximately 90 minutes to deliver (possibly longer if you integrate the optional discussions and activities). Module 2: Teamwork and Care Coordination is comprised of three lessons and will take the average learner 90 to 105 minutes to complete. The Facilitator's Guide for this module will take approximately 60 minutes to deliver. Module 3: TEAM Based Care in Practice: Methods and Techniques is comprised of two lessons and will take the average learner 55 to 65 minutes to complete. The Facilitator's Guide for this module will take approximately 60 minutes to deliver.
 - » If facilitating reviews of these modules via virtual classroom (i.e., via web-conferencing technology), consider dividing them into multiple sessions. Virtual classroom sessions should last no longer than 90 minutes each to avoid learner fatigue and cognitive overload.
 - » If facilitating in a live classroom setting, build in breaks (one 10- to 15-minute break after a completed lesson).
- Distribute the Participant's Guide prior to each live classroom session.

- Use the optional activities and suggestions for learner engagement as appropriate for the needs of learners and your institution.
 - » As an instructor in the NHA system, you have access to reporting for any courses you have set up and are managing. These reports allow you to see how learners in the courses you are managing are progressing through the content, the results they have achieved on their quizzes, and how they have performed on the final assessment. Through this, you can determine which Modules seem to present learners with the greatest challenges, then provide additional support and training on the Module before moving on to the next one.

Recommended Time

RECOMMENDED TIME (IN MINUTES) FOR THE ELEARNING MODULES AND FACILITATED CLASSROOM SESSIONS

Module Name	eLearning Content	End-of-Module Quizzes (each)	Facilitated Classroom Session*
Population Health Management	115 to 140	45	90
Teamwork and Care Coordination	90 to 105	25	60
TEAM Based Care in Practice: Methods and Techniques	55 to 65	20	60

**As designed. You might want to break up the session into shorter segments or expand the facilitated sessions with additional activities as appropriate for the needs of learners and the institution.*

GENERAL INSTRUCTIONAL STRATEGIES FOR EDUCATORS AND EMPLOYERS

- Inform learners where policies and procedures differ from what's covered in the modules of the certificate program.
- Supplement the Participant's Guide with handouts that explain the rules and regulations of your state or institution.
- Use and adapt the optional activities suggested in the Notes of the Facilitator's Guide (and add others if desired) to make the sessions interactive and relevant for your institution and learners.
- Highlight real-world application of knowledge and skills from your experiences as appropriate.
- Encourage questions from learners and engagement in the discussion.
- Offer to meet one-on-one with learners to talk about progress and challenges.
- Invite field experts (providers, nurses, medical assistants) to talk to learners about their experiences in team-based care.

ACTIVE INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Have learners teach concepts from the modules to the class using a teach-back structure.
- Assign lessons in the eLearning modules and sequence with your facilitated classroom sessions. Follow up in the facilitated classroom sessions with tasks that relate to the lesson.
- Adapt the optional activities and discussion in the Facilitator's Guides for delivery via virtual classroom or web-conferencing technology (Adobe Connect, Webex, Go to Meeting). For example, use the chat window to solicit responses to discussion questions, use the polling functionality to engage learners, and use breakout rooms for small-group activities if the virtual classroom platform supports that functionality.
- Create index cards with questions from each lesson. Have each learner read a question and teach the content to the class. After each teach-back, request that the group provide feedback.

Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

ISBN and Copyright Information

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