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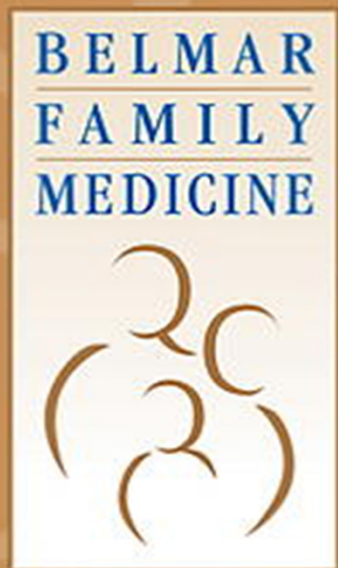


BUILDING THE IDEAL PCMH TEAM

Judy Hewitt, Practice
Manager

BEING A SUCCESSFUL PCMH REQUIRES 2 THINGS

- 1) Choosing the Right Care Coordinator
- 2) Building a Team that works well together.

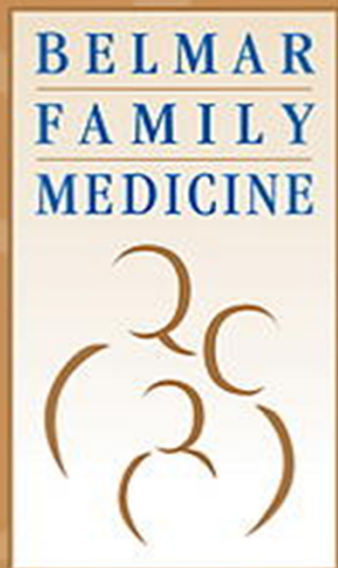


TEAMWORK



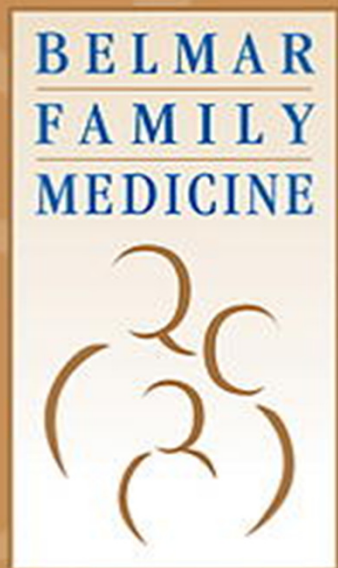
PREPARATION

- Make your Wish List
- Create a Job Description
- Decisions to make:
 - Who in your office can do items on Wish List
 - Who will do interviews – consultant or practice manager or HR.
 - Will the position be full time or part time.
 - What will the pay rate be.



WHAT NEEDS TO BE ON THE WISH LIST?

- When you have never had a Care Coordinator in your office it is really hard to know what skills that person needs to have.
- Almost impossible to find someone with experience.



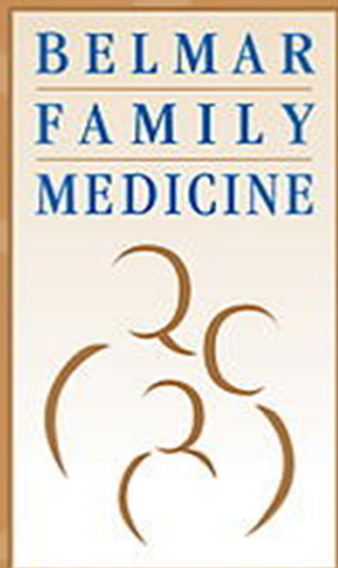
PROGRAMS YOU WOULD LIKE TO RUN

- Group Visits
- Public Relations
- Marketing
- Website
- Patient portal – Access
 Medical Records/Communication
- Self Management Programs
- Building a Medical Neighborhood



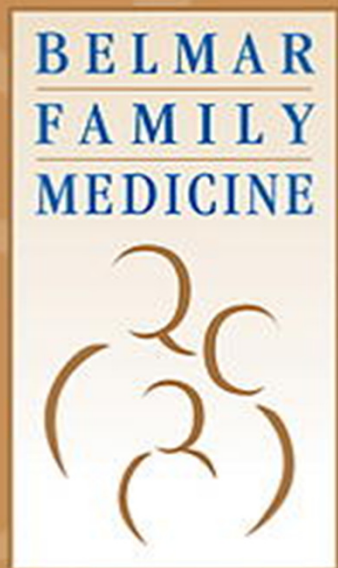
TALENTS NEEDED

- Administrative Skills
- Planning Meetings
 - Agendas
 - Minutes
- Maintaining a Calendar
- Reporting
- Planning and creating Self Management programs



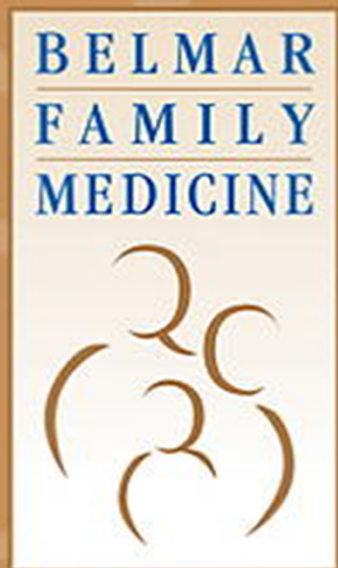
TALENTS NEEDED

- Marketing
- Public Speaking
- Public Relations
- Data Entry - Registry
- Computer Skills
- 4-year College Degree



PERSONALITY NEEDED

- Self Motivated
- Believes in the Cause
- Energetic
- Charismatic
- Team player
- Leader
- Visionary
- Extrovert



INTERVIEWING SUGGESTIONS

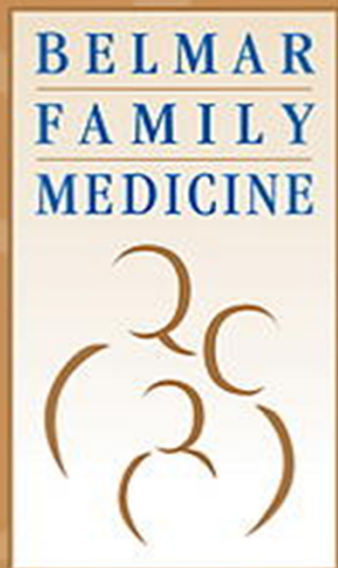
- What did you like best and least about your most recent job?
- What would your ideal/dream job be?
- How would you deal with an employee who argued against an idea you presented? (Role Play)

SUGGESTED TESTS

- Typing – 50 words per minute minimum
- Ask them to attend a staff meeting and present an idea.
- Ask them to make an appointment and send it to your email.
- Show me 3 marketing projects you created.
- Show me 2 public presentations you have made.

AFTER HIRING

- Empower
- Set up Weekly PCMH Meetings
- Introduce to Internal and External Customers
- Include Care Coordinator in Department Mtgs. & Staff Mtgs.
- Let the Care Coordinator fly

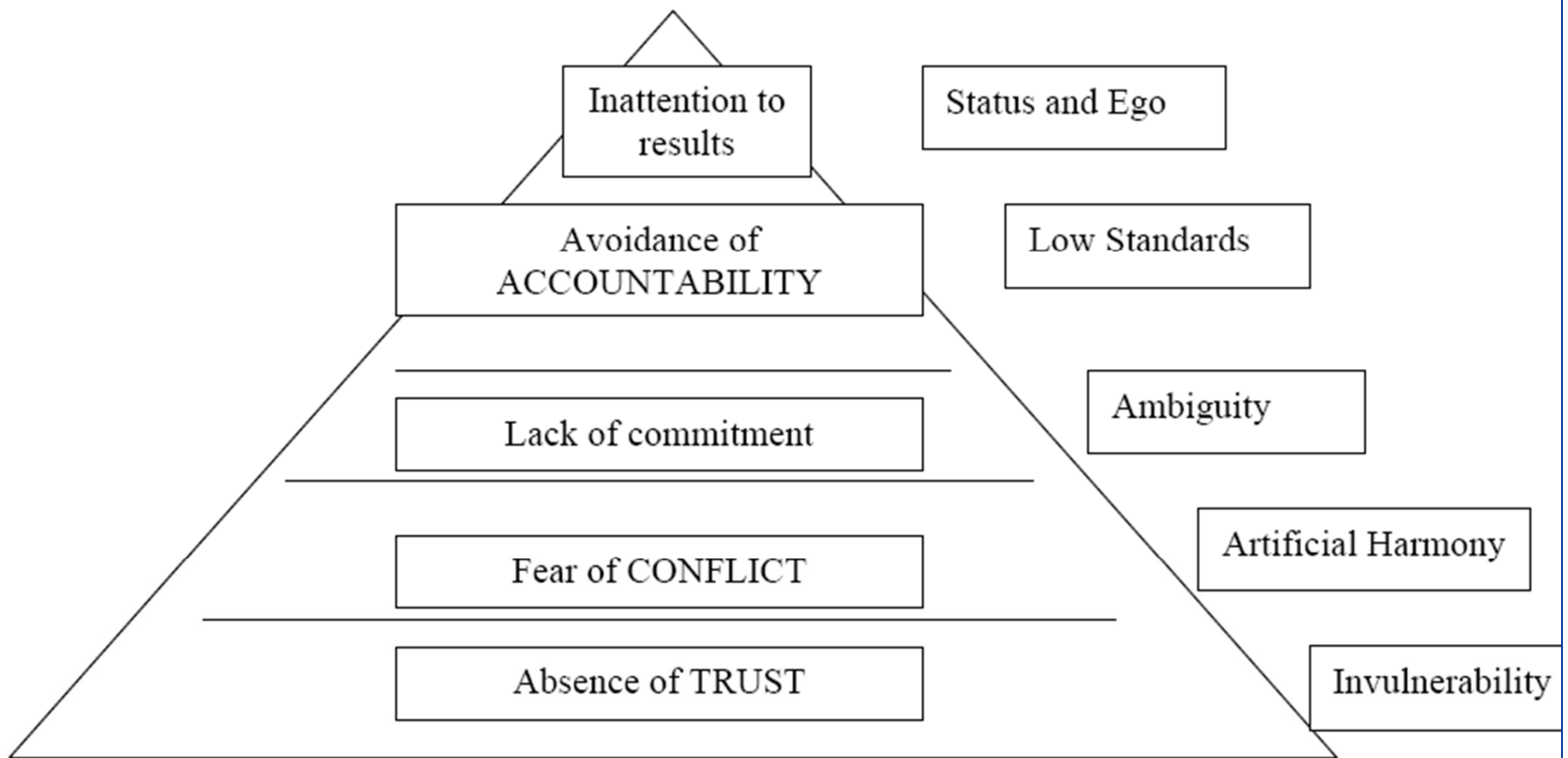


Teambuilding Foundation

All of us know and understand that utilizing everyone on the team is the best way to solve problems and create plans, but if you do not understand the factors that can undermine functionality and success of a team, all your best attempts to create change will go nowhere. Nothing will change. The results will be the same.

The Five Dysfunctions of a Team

By Patrick Lencioni



Dysfunction #1

- Absence of Trust



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Members of teams with an absence of trust...

- Conceal their weaknesses
- Hesitate to ask for help
- Hesitate to provide constructive feedback
- Dread meetings

Dysfunction #2

- Fear of Conflict



Teams that fear conflict...

- Ignore controversial topics that are critical to team success
- Fail to utilize input from all team members
- Have boring meetings

Dysfunction #3

- Lack of Commitment



A team that fails to commit

- Breeds lack of focus
- Undermines success
- Revisits discussions and decisions over and over again

Dysfunction #4

- Avoidance of Accountability

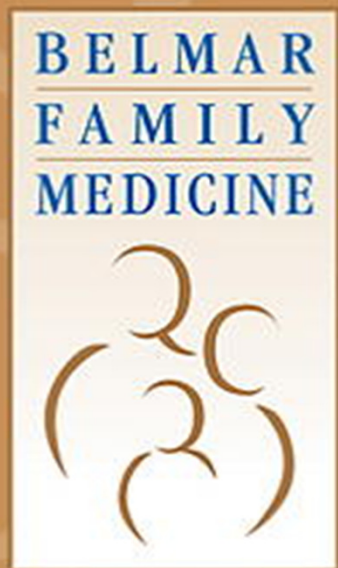
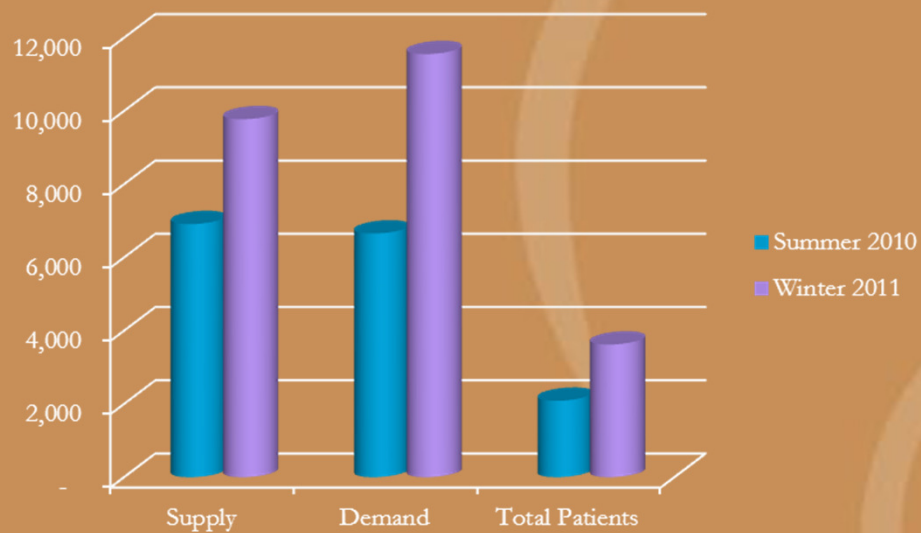


A team that avoids accountability...

- Creates resentment among team members
- Encourages mediocrity
- Misses deadlines
- Places undue burden on team leader

Dysfunction #5

■ Inattention to Results



A team not focused on results...

- Fails to grow or improve
- Loses achievement-oriented employees
- Encourages team members to focus on individual goals

Personal Testimony

1st Example

Decide when to have full staff meeting.

2nd Example

Pick a PCMH measure to work on.

3rd Example

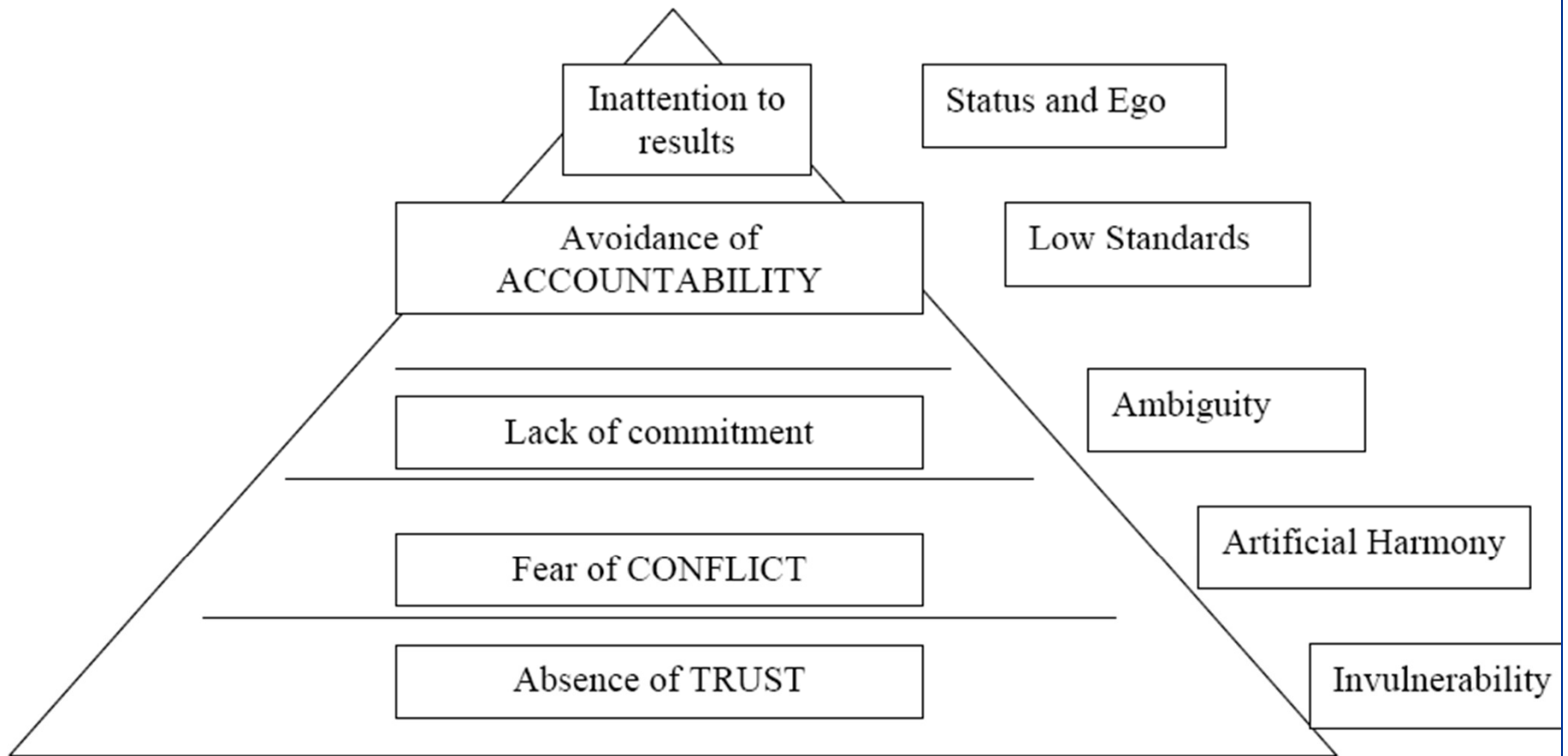
Goal for signing patients up for NextMD.

4th Example

Receptionist offered to become Front Office Lead.

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Conclusion

- Create and support an atmosphere of trust at every opportunity.
- Help your staff engage in healthy conflict around ideas.
- This will result in commitment to decisions and plans of actions.
- Then and only then will you be able to hold one another accountable for delivering against those plans.
- The previous foundation will make it possible to focus on the achievement of collective results.

References

- Lencioni, Patrick; The Five Dysfunctions of a Team
- <http://flpbs.fmhi.usf.edu/pdfs/Five%20Dysfunctions%20of%20a%20Team.pdf>