



**Communications Toolkit:**

**Team-Based Care: Back to Basics**

**August 2023**

**Background**

Team-Based Care (TBC) is a model of health care delivery where many health professionals work together to support a patient’s needs. For health care workers, TBC can lead to higher job satisfaction, decreased workloads, increased work-life balance and prevention of burnout. For patients, TBC can mean greater continuity of care, improved access to care and improved health and wellness for people with chronic conditions.

While the benefits of TBC are well documented, it has not been universally adopted in BC. There are many reasons for this including a lack of time, staff turnover, misunderstandings about TBC and resistance to change. A provincial Team-Based Care Advisory Group sees the potential to change this.

The Advisory Group is made up of partners throughout the health system and guides work across the province to accelerate its transition to TBC. Administered by Health Quality BC (HQBC), the group has developed a dedicated TBC website and dozens of resources, tools and learning opportunities to support this transition.

**About this Toolkit**

HQBC designed this toolkit to help health care professionals and communications staff in partner organizations and health authorities promote TBC resources through newsletters, emails, key messages and other communications channels used to reach their health care audiences. Each toolkit is centred on a specific theme and highlights related resources, tools and learning opportunities.

Please feel free to copy and paste the content directly or adapt it to your channels accordingly.

**Toolkit theme: Team-Based Care – Back to Basics**

This month, the content and resources in this toolkit will help teams plan to implement team-based care in their primary care practices. It will help them set goals, create a plan of action, and set their intentions for their team or practices by using SMART goals and team visioning tools.

**Useful Links**

* Team-Based Care BC website: <https://teambasedcarebc.ca/>
* Team Up! Podcast: <https://teamuppod.com/>
* Team Up! Webinar Series: <https://vimeo.com/showcase/8042538>

**Highlighted Resources**

* [Team Effectiveness Tool](https://teambasedcarebc.ca/team-effectiveness-tool/): The Team Effectiveness Tool is a short, multiple-choice assessment tool that gathers information about your team’s values, communication, roles, and existing supports to help guide your learning on team-based care.
* [Team-Based Care Preparation Checklist:](https://teambasedcarebc.ca/resources/team-based-care-preparation-checklist/) This tool asks questions to help explore a team’s readiness for team-based care.
* [Teamwork Agreement:](https://teambasedcarebc.ca/resources/teamwork-agreement/) A great place to start when building a new team or refreshing team vision, purpose and goals.
* [Team Up! Podcast: Getting to the “How” of Team-Based Care:](https://teambasedcarebc.ca/resources/getting-to-the-how-of-team-based-care-a-dialogue-circle-podcast/#details) This podcast shares the audio from a webinar that featured a dialogue circle with five care providers from around BC. They shared their experiences on the “how” of creating team-based care in their primary care practices.
* [Redesigning Your Work Space to Support Team-Based Care:](https://teambasedcarebc.ca/resources/redesigning-your-work-space-to-support-team-based-care/#details) Four key workspace design elements that can help make teams more effective.

**Key Messages**

* You’re ready to create a team-based care work environment – now what? It is helpful to plan ahead and prepare as a team – and that means beginning with the basics.
* First, you need to decide how you’ll work together as a team. Start by taking the [Team Effectiveness Tool](https://teambasedcarebc.ca/team-effectiveness-tool/) – this assessment tool will help you identify key areas of growth and learning that could benefit your team. It not only helps newly forming teams, but can also serve as a check in for established teams to help determine areas for potential improvement.
* Another good conversation starter is the [Team-Based Care Preparation Checklist](https://teambasedcarebc.ca/resources/team-based-care-preparation-checklist/), which asks questions of the team to help explore their readiness for team-based care.
* Then, establish a [Teamwork Agreement](https://teambasedcarebc.ca/resources/teamwork-agreement/) which will help you discuss your teams’ vision, purpose and goals.
* Research what others have experienced when they’ve implemented team-based care in their practices. For example, this [Team Up! Podcast: Getting to the “How” of Team-Based Care](https://teambasedcarebc.ca/resources/getting-to-the-how-of-team-based-care-a-dialogue-circle-podcast/#details) features a dialogue circle with five care providers who shared their experiences on the “how” of creating team-based care in their primary care practices.
* Finally, consider what your work environment actually looks like – what is the patient flow? Where will team members work together? [Redesigning Your Work Space to Support Team-Based Care](https://teambasedcarebc.ca/resources/redesigning-your-work-space-to-support-team-based-care/#details) is a resource that outlines four key workspace design elements that can help make teams more effective.
* The benefits of TBC are well documented for both patients and health care workers – these resources will help you get started on creating a team-based care work environment that sets the team up for success.

**Website / Newsletter copy**

*Use some of or all of this content on your internal website or in a newsletter:*

You’re ready to create a team-based care work environment – now what? It is helpful to plan ahead and prepare as a team – and that means beginning with the basics.

First, you need to decide how you’ll work together as a team. Start by taking the [Team Effectiveness Tool](https://teambasedcarebc.ca/team-effectiveness-tool/) – this assessment tool will help you identify key areas of growth and learning that could benefit your team. It not only helps newly forming teams, but can also serve as a check in for established teams to help determine areas for potential improvement.

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The benefits of TBC are well documented for both patients and health care workers – these resources will help you get started on creating a team-based care work environment that sets the team up for success.

Stay tuned for more themed resources to help you on your TBC journey. In the meantime, for more TBC resources visit [teambasedcarebc.ca](https://teambasedcarebc.ca/) and sign up for the Team Up! Newsletter!

**Email copy**

*This content can be used by leaders to share resources and info about TBC:*

As we’re continuing our work to embed team-based care (TBC) in our work, it’s expected that we may all have different experience in this area.

To help support all our learning and practice, no matter how familiar we are, here are some more resources and tools to guide our conversations:

* [Team Effectiveness Tool](https://teambasedcarebc.ca/team-effectiveness-tool/): This is a short, multiple-choice assessment tool that gathers information about your team’s values, communication, roles, and existing supports to help guide your learning on team-based care.
* [Team-Based Care Preparation Checklist:](https://teambasedcarebc.ca/resources/team-based-care-preparation-checklist/) This tool asks questions to help explore a team’s readiness for team-based care.
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**Social Media copy**

*Please feel free to share our social media posts (Twitter/X: @healthqualitybc; Facebook/LinkedIn: @Health Quality BC) or create your own using the below content we’ve drafted for Twitter/X and the TBC logo:*

*Post 1:* Getting started with team-based care and looking for some guidance? A great place to start is the [teambasedcarebc.ca/team-effectiveness-tool/](https://teambasedcarebc.ca/team-effectiveness-tool/) – this tool will help you identify key areas that could benefit your team.

*Post 2:* If you’re getting started with team-based care, check out this teamwork agreement to help your team determine your shared purpose, commitment and more: <https://teambasedcarebc.ca/resources/teamwork-agreement/>

*Post 3:* Are you ready to begin delivering team-based care? Begin the conversation with this preparation checklist, which helps teams explore their readiness for team-based care: <https://teambasedcarebc.ca/resources/team-based-care-preparation-checklist/>

*Post 4:* Not sure about the “how” of team-based care? Listen to the experiences of those who have established it in their primary care practices already in this Team Up! podcast episode: <https://teambasedcarebc.ca/resources/getting-to-the-how-of-team-based-care-a-dialogue-circle-podcast/#details>

*Post 5:* What does a team-based care work environment look like? [Redesigning Your Work Space to Support Team-Based Care](https://teambasedcarebc.ca/resources/redesigning-your-work-space-to-support-team-based-care/#details) is a resource that outlines four key workspace design elements that can help make teams more effective. <https://teambasedcarebc.ca/resources/redesigning-your-work-space-to-support-team-based-care/#details>

**Other Ways to Share**

*Here are some other ways you can help amplify Team-Based Care in BC.*

Share HQBC’s social media posts in your networks, both personal and professional. You can find us at Twitter/X: @healthqualitybc; Facebook/LinkedIn: @Health Quality BC.

Send a note to your friends and colleagues, along with this link to the [Team-Based Care BC website](https://teambasedcarebc.ca/), and encourage them to check it out.

**Graphics to Support Your Messages**

*Graphics that you may want to use with your communications are below:*

**Logo:**