IMPROVING TEAM EFFECTIVENESS: A Virtual Case Conference on Building and Sustaining High Performing Teams

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August 7, 2018
Join us for upcoming CAPC events

→ Upcoming Improving Team Effectiveness Series Events:
  – Virtual Office Hours: Improving Team Effectiveness
    • August 28, 2018 at 2:00 pm ET
  – Webinar: Improving Team Effectiveness- Team Performance
    • September 26, 2018 at 3:30 pm ET

→ Additional Virtual Office Hours:
  – Home-Based Palliative Care: Program Design and Program Expansion
    • August 9, 2018 at 12:00 pm ET
  – Palliative Care in Long-Term Care Settings
    • August 13, 2018 at 12:00 pm ET

Register at www.capc.org/providers/webinars-and-virtual-office-hours/
Practical Tools for Making Change • November 8-10 • Orlando, FL

Pre-Conference Workshops • November 7

→ **Boot Camp**: Designing Palliative Care Programs in Community Settings
→ **NEW! Payment Accelerator**: Financial Sustainability for Community Palliative Care

Seminar Keynote Lineup

- Diane E. Meier, MD, FACP
  Director, Center to Advance Palliative Care

- Edo Banach, JD
  President and CEO, National Hospice and Palliative Care Organization

- Elisabeth Rosenthal, MD
  Author, *An American Sickness* and Editor-In-Chief, Kaiser Health News

- Jay D. Bhatt, DO
  President, HRET and Senior VP and CMO, American Hospital Association

- Christy Dempsey, MSN, MBA, CNOR, CENP, FAAN
  Author, *The Antidote to Suffering* and CNO, Press Gainey Associates

LEARN MORE AND REGISTER • capc.org/seminar
Scenario

Organization X has a community-based palliative care program in which they can receive referrals from physician offices, payers, families, their ACO, and the Ambulatory Care Managers/Navigators in the local health system. The payer, ACO and Ambulatory Care Managers are all also actively involved with patient care as care managers. While everyone has the same intention, improving the care and quality of life for seriously ill patients and their caregivers, this set up often leads to confusion and turf wars about who can provide the appropriate care to patients and leads to a dynamic around who "owns" the patient. Palliative care teams also often experience the problem of "this is my patient, that is your patient", or receive feedback "we provide the same care to these patients as you do, we don't need to make a referral".

In this session we will talk about who is the team, what does it mean to be a team and how to address turf wars and confusion around scope of practice, smooth handoffs and coordination of care.
Questions?

Please type your question into the questions pane on your WebEx control panel.
Check out our new Quick Tips on the Improving Team Effectiveness page in CAPC Central.

Keep the conversation going in the Improving Team Effectiveness virtual office hours. Next session is August 28, 2018 at 2pm. Register on capc.org or CAPC Central Virtual Office Hours pages.

Our next Improving Team Effectiveness webinar will be on September 26 at 2pm.

Register for all upcoming events at: www.capc.org/providers/webinars-and-virtual-office-hours/
Improving Team Effectiveness Series

Resources Available for Improving Team Effectiveness

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<th>Program Development Quick Tips</th>
<th>Virtual Office Hours (VOH)</th>
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| 3-4 page guide on specific topics, including:  
  • Hiring  
  • Onboarding  
  • Health and Resilience  
  • Role Clarity  
  • IDT Meetings | Small-group virtual consulting sessions | Upcoming  
  - September: Team Performance  
  Previous Topics  
  - Recordings and Slides can be found on the Improving Team Effectiveness page in CAPC Central |

How to Access Resources

1. Log on to capc.org
2. Click on CAPC Central
3. Select the Program Development Tools by Topic tile
4. Select Improving Team Effectiveness

Upcoming  
- 8/28 at 2pm (ET)