

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

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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



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 Ganey Associates

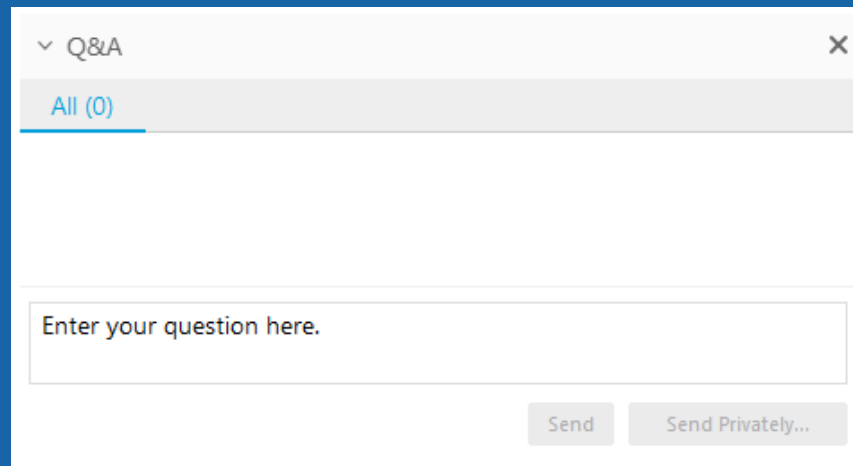
LEARN MORE AND REGISTER • capc.org/seminar

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?

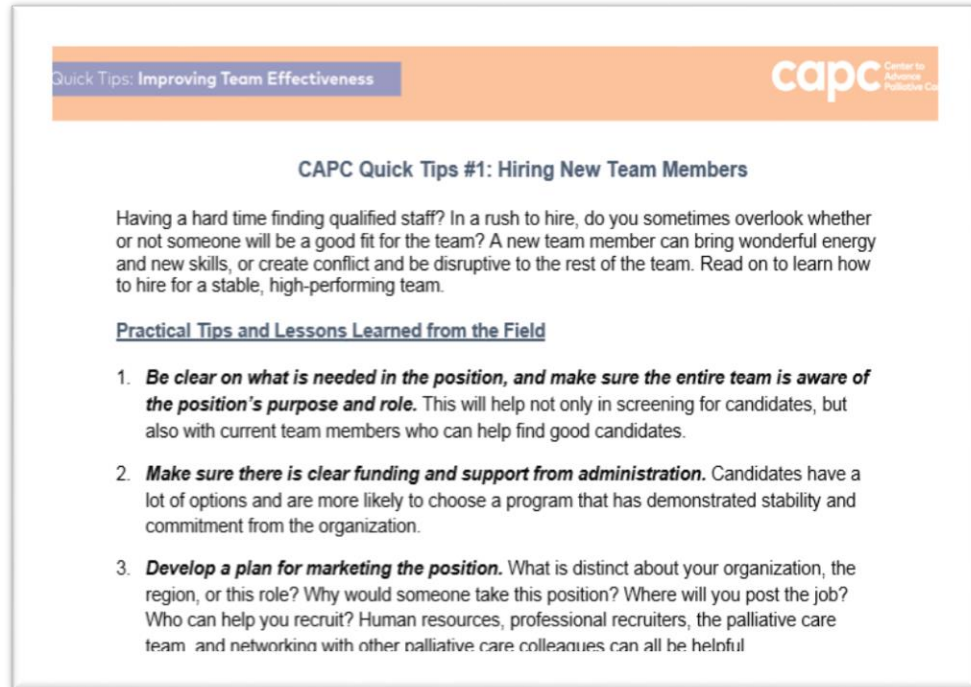
Please type your question into the questions pane on your WebEx control panel.



The image shows a screenshot of the WebEx Q&A interface. At the top, there is a header with a dropdown arrow and the text "Q&A" and a close button "X". Below the header is a tab labeled "All (0)". The main area is a large empty space. At the bottom, there is a text input field with the placeholder text "Enter your question here." and two buttons: "Send" and "Send Privately...".

Improving Team Effectiveness Series

- 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**.



The screenshot shows a document header with 'Quick Tips: Improving Team Effectiveness' on the left and the 'capc Center to Advance Palliative Care' logo on the right. The main title is 'CAPC Quick Tips #1: Hiring New Team Members'. The text discusses the challenges of finding qualified staff and the importance of clear communication and support. It includes a section for 'Practical Tips and Lessons Learned from the Field' with three numbered points.

Quick Tips: Improving Team Effectiveness

capc Center to Advance Palliative Care

CAPC Quick Tips #1: Hiring New Team Members

Having a hard time finding qualified staff? In a rush to hire, do you sometimes overlook whether or not someone will be a good fit for the team? A new team member can bring wonderful energy and new skills, or create conflict and be disruptive to the rest of the team. Read on to learn how to hire for a stable, high-performing team.

Practical Tips and Lessons Learned from the Field

1. **Be clear on what is needed in the position, and make sure the entire team is aware of the position's purpose and role.** This will help not only in screening for candidates, but also with current team members who can help find good candidates.
2. **Make sure there is clear funding and support from administration.** Candidates have a lot of options and are more likely to choose a program that has demonstrated stability and commitment from the organization.
3. **Develop a plan for marketing the position.** What is distinct about your organization, the region, or this role? Why would someone take this position? Where will you post the job? Who can help you recruit? Human resources, professional recruiters, the palliative care team and networking with other palliative care colleagues can all be helpful.

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

Program Development Quick Tips	Virtual Office Hours (VOH)	Webinars
3-4 page guide on specific topics, including: <ul style="list-style-type: none">HiringOnboardingHealth and ResilienceRole ClarityIDT Meetings	Small-group virtual consulting sessions <div style="border: 1px solid black; padding: 5px; display: inline-block;">8/28 at 2pm (ET)</div>	Upcoming <ul style="list-style-type: none">September: Team Performance Previous Topics <ul style="list-style-type: none">Recordings and Slides can be found on the <i>Improving Team Effectiveness</i> 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**

The screenshot shows a web browser window with the URL <https://www.capc.org>. The page displays the CAPC Central homepage with a navigation menu (HOME, LEARN, FORUM, CONNECT, CAPC.ORG) and a grid of resource tiles. A red star highlights the 'Program Development Tools by Topic' tile. A red circle highlights the 'Improving Team Effectiveness' link in the list of tools. Numbered callouts 1 through 4 indicate the steps: 1. Browser address bar, 2. CAPC Central / My Profile / Logout link, 3. Program Development Tools by Topic tile, and 4. Improving Team Effectiveness link.