

# Collaborative Care Teams

## **‘Coacting’ to Support the Patient Voice**

Dr. Ann Colbourne

August 21, 2014



**CoACT**

*Teams in Action*

# Our Principles

1

**Patients  
First**

*Patient and  
Family Centred  
Care*

2

**High  
Performing  
Teams**

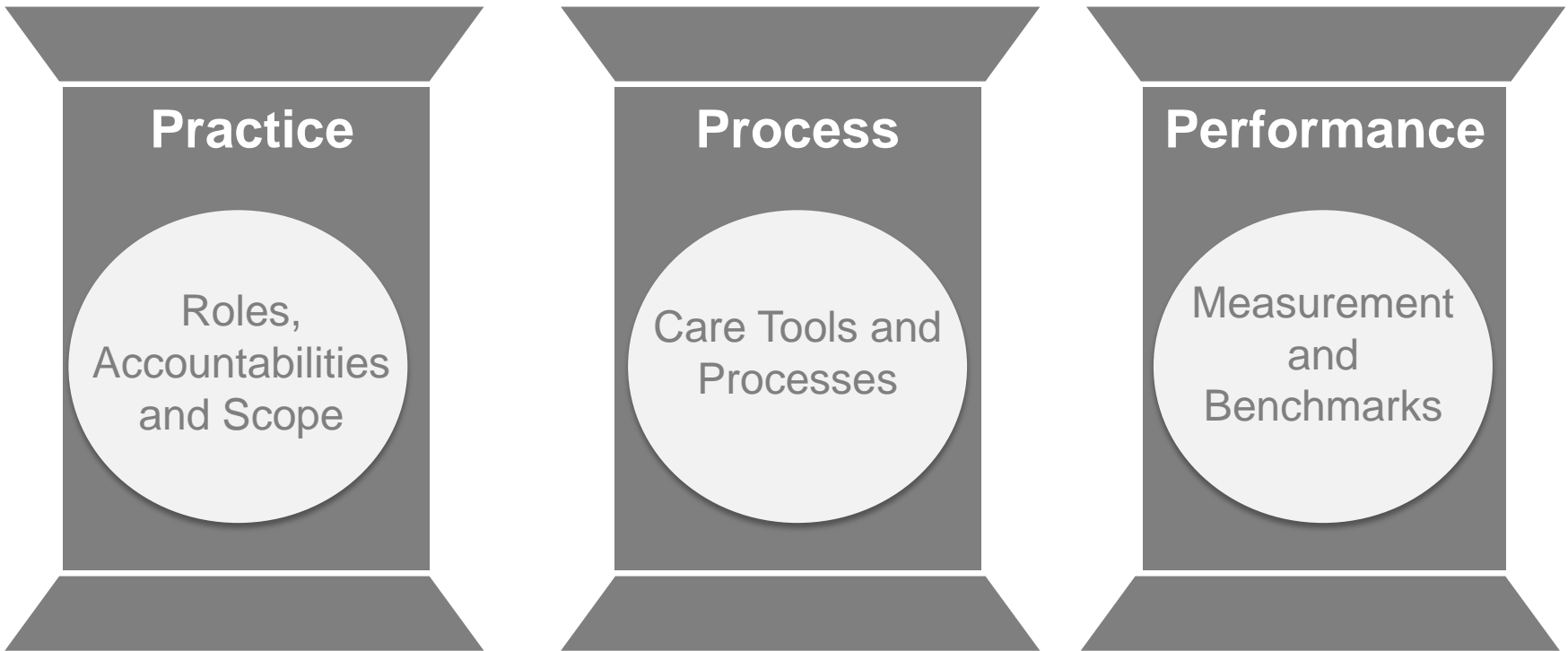
*Enabling  
Teams  
for Success*

3

**Quality  
Culture**

*Better Value,  
Better  
Experience*

# Our Pillars



**Practice**

**+**

**Process**

**+**

**Performance**

**= Collaborative Care**



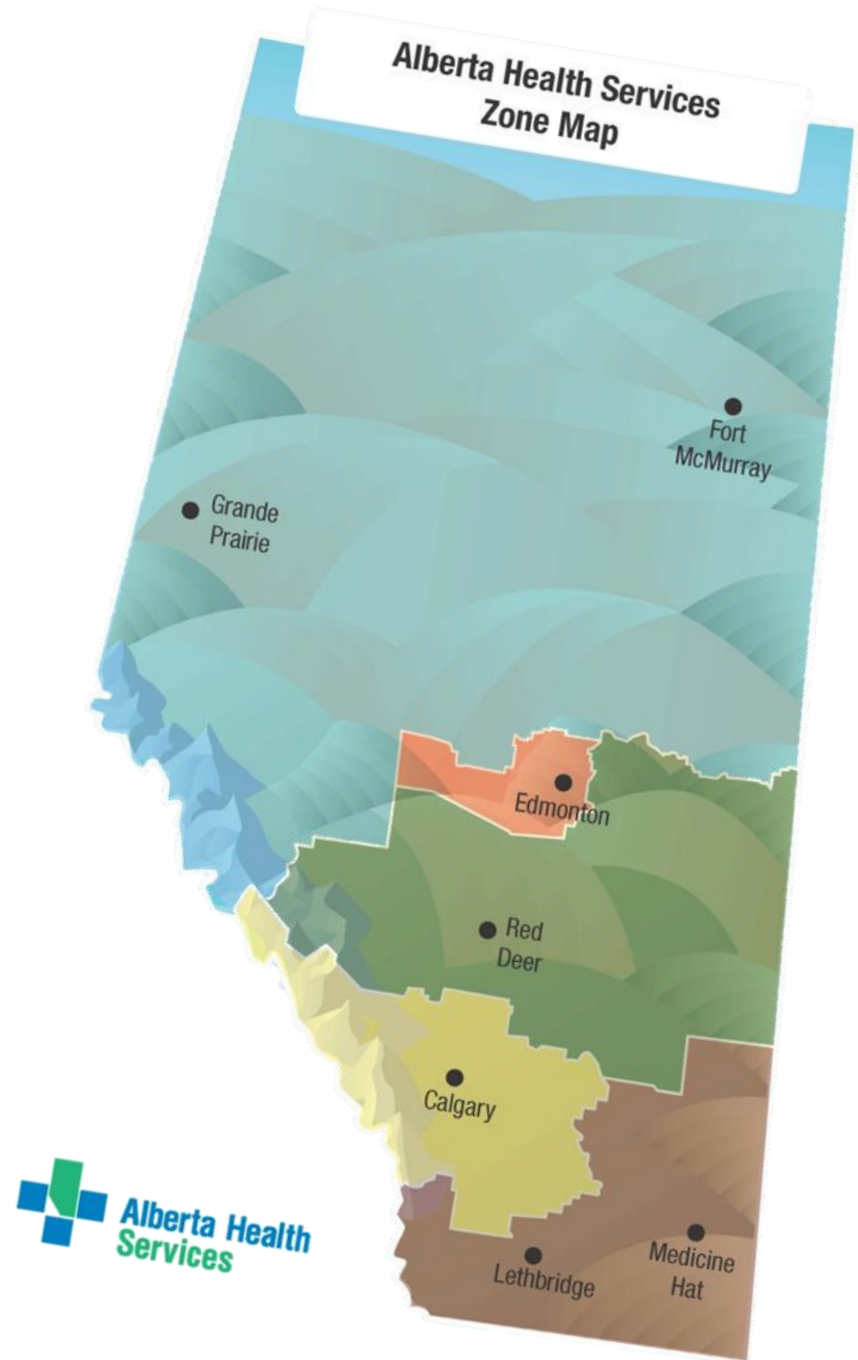
# CoACT Collaborative Care Matrix

<b>Principles</b>  <b>Pillars</b>	<b>Patients First</b>  <i>Patient and Family Centred Care</i>	<b>High Performing Teams</b>  <i>Enabling Teams for Success</i>	<b>Quality Culture</b>  <i>Better Value, Better Experience</i>
<b>Practice</b>  <b>How we work</b>  <i>Roles, Accountabilities and Scope</i>	<ul style="list-style-type: none"> <li>• Patients and families are fully engaged in their care</li> </ul>	<ul style="list-style-type: none"> <li>• Patients and families</li> <li>• Collaborative Care Team</li> <li>• Collaborative Care Leadership</li> <li>• Care Hubs</li> </ul>	<ul style="list-style-type: none"> <li>• Team Charter</li> <li>• Quality Councils</li> </ul>
<b>Process</b>  <b>How we interact</b>  <i>Standard Tools and Processes</i>	<b>Interprofessional Care Process</b> <b>1 - Interprofessional Assessment (IA)</b> <b>2 - Integrated Plan of Care (IPoC)</b> <b>3 - Standard Transition Process (STP)</b>		<ul style="list-style-type: none"> <li>• Quality Huddles</li> <li>• Quality Dashboards</li> <li>• Quality Boards</li> <li>• Quality Touchpoints</li> </ul>
<b>Performance</b>  <b>How we respond to feedback</b>  <i>Measures, Targets and Feedback</i>	<ul style="list-style-type: none"> <li>• Patient Transition Survey</li> <li>• Patient Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Process Measures</li> </ul>	<ul style="list-style-type: none"> <li>• Data Collection and Reporting</li> <li>• Performance Measures, Targets and Benchmarks</li> <li>• Ongoing Evaluation</li> <li>• Real-time indicator reporting</li> </ul>

# Scope

**Provincial:**  
**All 5 Zones**

**Medicine +**  
**Surgery +**  
**Mental Health +**  
**Community**



*Imagine...*














TOO CARE?

*to* **CARE**?



**I am not  
well!**





















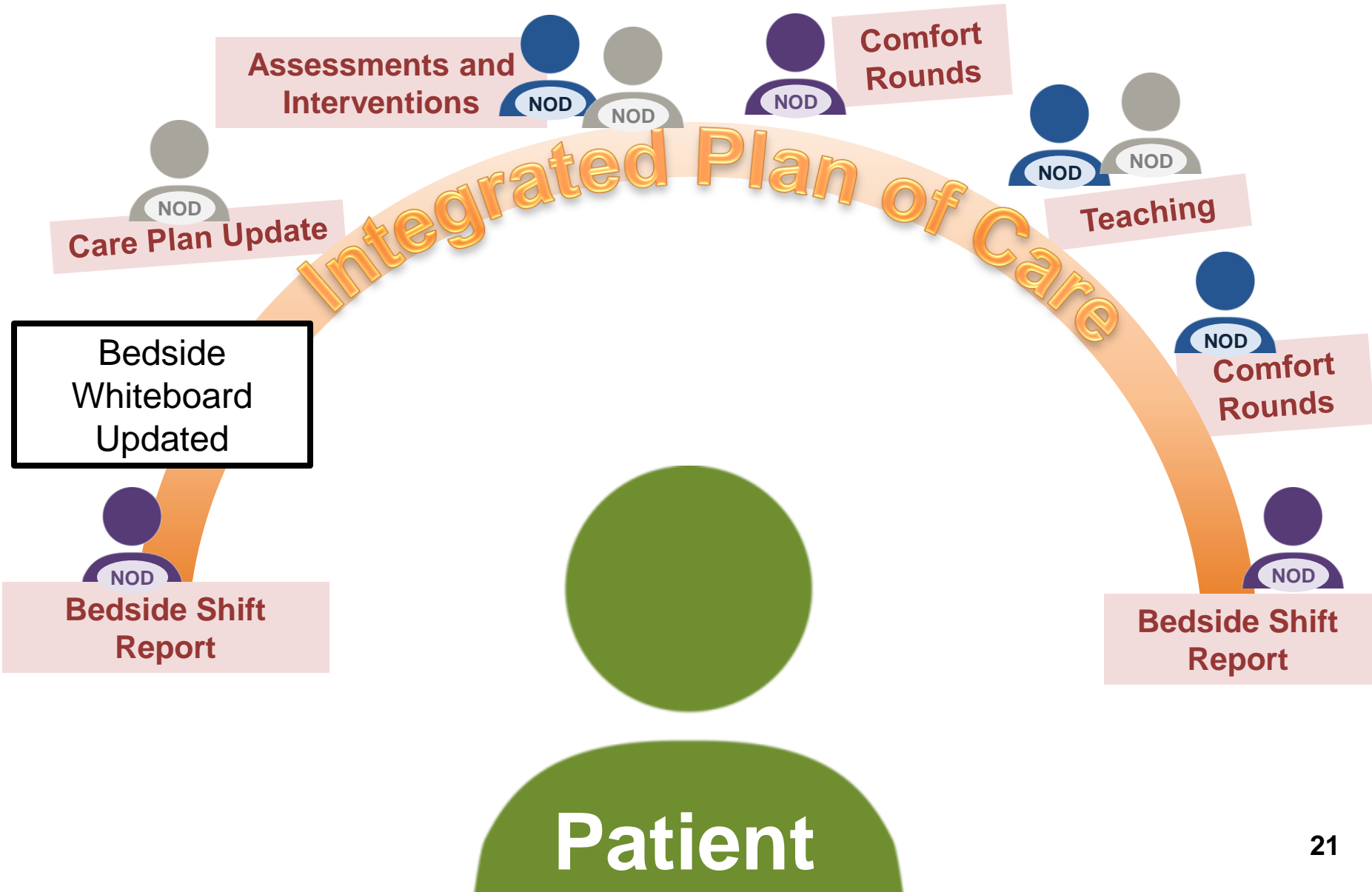






















Gotta Fun

Life is good

06.13.2009



















