Interprofessional Collaborative Practice
Building Skills for Effective Teams (BSET)
2014-2015 Cohort #2

In July 2013 Colorado was one of thirteen states awarded HRSA funding to support a statewide initiative focused on building skills for effective Interprofessional Collaborative Practice (IPCP) within Community Health Center (CHC) agencies. This HRSA funding will support a customized set of four sequential skill-building workshops designed to increase the ability of 40 CHC healthcare staff to be effective members and leaders of an IPCP healthcare team. Participants must sign up as a member of a defined CHC team.

We are excited to provide our second cohort for this yearlong Building Skills for Effective Teams (BSET) Program. This highly interactive and experiential program will include four 2.5 day workshops focused on providing and practicing in real-time an expanded set of skills and abilities needed to develop, lead and be part of effective interprofessional teams. These workshops will be combined with ongoing coaching by trained coaches and a team capstone project to integrate team-building and impact quality outcomes at the clinic. Participants are expected to complete preparatory assignments prior to the first session and to actively engage with team assignments for each session. The BSET dates for 2014-2015 Cohort #2 will be: July 30-31 & August 1, 2014; October 1-3, 2014; January 14-16, 2015 and March 11-13, 2015. Final Capstone Celebration to be held August 2015. Based on feedback from Cohort one, each session will be Wednesday – Friday. The Wednesday sessions will be 5:30 to 9PM and the Thursday and Friday sessions may be scheduled 8-5PM, with the potential for ending early on Friday. Participant teams must commit to attend all four BSET workshops, for the curriculum is integrated and builds on itself over time. For more information on the BSET program, see www.CHCLeadership.org.

The Colorado Center for Nursing Excellence will facilitate the BSET, drawing on both the Center’s extensive leadership development experience and external faculty with decades of experience in building effective teams. For more information on the Center, see www.ColoradoNursingCenter.org.

The BSET Program is a unique team-building program that covers a wide range of subjects and skills aimed at developing the team-specific skills that are essential to the operations of an effective IPCP healthcare team. The content will be presented by expert faculty using a variety of teaching styles and presentation formats, including group activities, role playing, team exercises and more. Below is an overview of the content and activities covered in each workshop.

- **1st Workshop. July 30-31 & August 1, 2014.**
  - The importance of challenges facing teams and interprofessional collaborative practice in CHCs
  - Introduction to concepts related to “when teams work best”
  - Applying Emotional Intelligence (EI) to team effectiveness
  - Personal and team assessment tools: understanding one’s personal style and the dynamics of a team, using three assessment tools
  - Experiencing teams in real time using a high ropes training experience
  - The use of individual and team reflective practice in team skills development
  - Overview of the role of coaching in team skills development
  - Overview of the team capstone project process
  - Introduction to team communication, acknowledgements and feedback.
  - Introduction to briefs, huddles and debriefs for team building.
- Integration of the 8 dimensions of a team into the CHC setting.
- Reflection on briefs, huddles and debriefs as team building strategy.
- The power of personal and team declarations
- Understanding team assessment results and creating a team action plan for team building based on team assessment findings.
- Integration of team assessment results and quality measures into planning team capstone project.
- Experience of team-building and team trust using low-ropes experience.
- Strategies for integrating team plan into larger clinic team.

- Capstone check-in and networking: Identifying possibilities for sharing resources.
- Practical Team Building Skills: Toolbox of Strategies for PCMH Implementation including:
  - Effective Team Communication
  - Building Relationships – Creating a Warm Environment
  - Creating a Culture Civility
  - Handling Conflict and Feedback
  - Creating a Culture of Inquiry – Asking Powerful Questions
  - Thriving in Times of Change
  - Creating a Engaged Healthy Workplace
- The role of coaching in team development and new skills acquisition

- Situation monitoring for quality: knowledge, skills, attitudes and interprofessional challenges
- Creating a culture of quality and safety
- Roles and skills of team leadership
- Integration of EI, DISC, Team Assessment, and Reflective Strategies for creating teams that work best
- Update on capstone and coaching
- Resolving the knowing/doing gap: Our team knows what to do, why can’t we actually do it?
- Integration of team concepts and tools: what’s next?

FINAL Capstone Celebration August 2015
- This 4 hour session will be to provide a space for each team to share the results of their capstone projects and to further network and connect to other teams.

For more information on the BSET content and curriculum, please contact Deb Center, Colorado Center for Nursing Excellence. 303-715-0343 #14 or Deb@ColoradoNursingCenter.org.

To register for the 2014-2015 BSET, please contact Angela Rose, CCHN Health Center Operations & Workforce Coordinator. 303-867-9511 or Angela@cchn.org.

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The Colorado Center for Nursing Excellence is an approved provider of continuing nursing education by the Colorado Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission. Colorado Center for Nursing Excellence Provider number CCN0512 - June 1, 2009 – July 31, 2015.