

**PURPOSE:**

The purpose of this policy is to ensure that \_\_\_\_ (Practice) schedules team meetings to address its functioning, and involves the care team in the Practice's performance evaluation and quality improvement activities.

**POLICY:**

It is the policy of the Practice to hold scheduled meetings for the care team to address the capability of the Practice to fulfill its mission of providing quality, patient-centered care. It is the policy of the Practice to involve the providers and the employees who constitute the care team in the Practice's quality improvement initiatives.

**PROCEDURES:**

The Practice holds scheduled meetings for the care team with the purpose of improving the ability of the Practice to provide quality medical care to all patients. These Care Team Practice Improvement (CTPI) committee meetings include clinical and non-clinical staff. The purpose of these meetings is to discuss the functionality of the Practice – i.e., what is working well and what may need improvement.

The Practice schedules the CTPI committee to meet once per month. The agenda is based on input from the Medical Director (who is also the care team leader) and soliciting issues to address from all members. The solicitation of issues shall be via email approximately two weeks prior to the meeting, and shall also include any issues raised multiple times during the discussion of mistakes that concludes the "huddle" for each care team. Notes are taken at the meeting, and assignments are made as to the accountability for action items, if applicable.

The care team is essential for all performance improvement initiatives. The Practice maintains a documented process for quality improvement activities that includes a description of staff roles and involvement in the performance evaluation and improvement process.

The care team receives performance measurement and patient survey data from Administration, on an annual basis, at minimum, in order to identify areas and methods for quality improvement. At the Practice, members of the care team may participate in regular quality improvement meetings or in action plan development depending on the project. Employees' roles, which are chosen by the Medical Director in conjunction with the Practice Manager, determine metrics that team members can use to monitor their effectiveness. In involving the care team in performance improvement initiatives, the

Practice abides by the National Academy of Medicine’s Core Principles and Values of Effective Team-Based Health Care, which includes shared goals, clear roles, mutual trust, effective communication, and measurable process and outcomes.

### **Quality Control**

The Practice monitors the policy and procedure in the following manner:

- Annual review of the activities of the Care Team Practice Improvement (CTPI) committee.
- Periodic review of the documented process for quality improvement activities to include the description of the roles and involvement of employees in the Practice’s performance improvement process.
- Periodic review of the adherence to the National Academy of Medicine’s Core Principles and Values of Effective Team-Based Health Care (shared goals, clear roles, mutual trust, effective communication, and measurable process and outcomes).

DATE	ANNUAL REVIEW/ SUMMARY OF CHANGES	APPROVED BY