

# Supporting Collaborative Family Practice Team (CFPT) Implementation in Nova Scotia

This document summarizes discussions from a knowledge sharing event held on October 20, 2022. The event gathered clinical and administrative members of Collaborative Family Practice Teams (CFPTs), health service managers, government stakeholders, and patients and caregivers, and others to share recommendations for addressing priority barriers and enablers to the implementation of CFPTs in Nova Scotia that had been identified through an ongoing research project. After the event, recordings and notes were reviewed and summarized into overarching considerations reflected in five specific strategies and associated actions.

## Overarching Themes



### Consider and consult community

Consider patients and community needs alongside practice needs.



### Tailor approach

Consider clinics on an individual basis when assessing needs and potential strategies.



### Communication is key

Clear and consistent communication is crucial and requires dedicated resources.



### Governance and funding

Design governance and billing models to facilitate team collaboration.

## Specific Strategies

### Levels of implementation

Strategies were useful for one or more interconnected levels of implementation, from individual providers to practice teams to organizations that govern health care services.











- **Patients and Caregivers**  
Factors related to patients, caregivers, and/or communities
- **Individual Providers**  
Factors related to health care providers
- **Supports for Teams**  
Factors related to team function
- **Policy and Organizations**  
Factors related to systemic conditions within which CFPTs operate














## Optimize scope of practice to balance patient care and provider needs

|                |  |   |
|----------------|--|---|
| <b>Actions</b> | Allow providers to be flexible in working to full scope of practice, to balance provider workload and reduce burnout. <span style="float: right;">●</span>                           | Build positive rapport and trust between the patients and the whole team (e.g., patients could receive care from different team members, when appropriate or for acute care appointments). <span style="float: right;">● ●</span> |
|                | Balance the abilities and interests of team members so patients can be scheduled to an appropriate provider, which may increase access to care. <span style="float: right;">●</span> | Include Patient and Family Advisors (PFAs) and patients as stakeholders to the practice (e.g., through a Board of Directors or Advisory Council). <span style="float: right;">● ●</span>  |
|                | Provide education within the clinic and to the public about team members and their respective roles, abilities, and scopes of practice. <span style="float: right;">● ●</span>       | Incorporate technology and software that makes patient files accessible to all team members which may facilitate care and case conferences, when appropriate. <span style="float: right;">● ●</span>                              |






## Hold regular and accessible meetings

|         |   |  |
|---------|---|--|
| Actions | Be respectful of members' time during meetings: have an agenda, meeting goal(s), and keep to time.   | Use meetings to communicate practice needs and share feedback, and discuss barriers experienced by team members and the community.   |
|         | Include all members of the practice in team meetings for transparency, to facilitate collaboration, understand patient needs, and provider scope (e.g., administrative staff).   | Choose a consistent virtual communication software for ease of use (e.g., Zoom, Skype, Teams).    |
|         | Use meetings strategically to support various practice goals and activities. For example, <ul style="list-style-type: none"> <li>Weekly roundtable with all clinic staff (check-in).</li> <li>Monthly meeting with other community health providers to gauge community needs and available resources.</li> <li>Patient case conferences on as-needed basis to discuss difficult cases as a team.</li> </ul>  |  |
|         | Establish protected time for team meetings (weekly, monthly, quarterly, annually, etc.).    |  |



## Support team development opportunities

|         |   |   |
|---------|---|---|
| Actions | Model collaborative behaviour for other team members.    | Support team members in working together rather than independently.         |
|         | Ensure team members know that they're appreciated (e.g., reward good work) and share success stories to boost morale.   | Educate team members on governance models and how they affect teamwork (e.g., union requirements, different contractual obligations).                          |
|         | Discuss collaborative strategies experienced by team members in other settings (e.g., in school) and how they can be included in the practice.   |   |
|         | Allot recurring time to discuss practice goals, quality standards, and revisit the memorandum of agreement (MOA).    | Provide a medium for anonymous feedback by team members and patients.   |
|         | Create a leadership role responsible for collaboration and effective teamwork.   | Design physical spaces to facilitate and encourage team work.           |

## Support professional development opportunities

|         |  |   |
|---------|--|---|
| Actions | Encourage and support mentorship within the practice, allowing members to share skills and grow their scope of practice.   | Provide and support opportunities for team members to build skills through educational opportunities.   |
|         | Consider practice composition when hiring new staff (e.g., if the practice is looking to mentor more students, consider which team members enjoy working with students).                                    |   |

## Support involvement in non-clinical activities

|         |   |  |
|---------|---|--|
| Actions | Use the funding available for collaborative activities and, when possible, have administrative staff complete the Family Physician Collaboration Payment Form                      |  |
|         | Create payment mechanisms that compensate all team members for collaborative activities including attending regularly meetings, without the need for additional billing requests.  |  |

[Learn more about this research](#)