



Defining Task Work

CP3 Toolkit: Building and Strengthening the Care Team

The following was adapted from a presentation by Carolyn Shepherd, MD, formerly of Clinica Family Health in Colorado. It focused on how care teams can do the “work” in their organizations. The material was originally presented at a September 21, 2016 learning session. Download the [complete presentation](#).

For each work function in primary care, there are four key tasks:

1. Assess performance: evaluate practice systems and ability to execute key functions with ambulatory guide assessments
2. Build and maintain effective core teams:
 - a. Plan for reassessment of care team
 - b. Build relationship with patient
 - c. Include resources and time
3. Use rapid cycle tests of change to evaluate process changes:
 - a. Improving key functions is complex disruptive change management
 - b. Be rigorous about applying improvement science-small tests of change
4. Make new or improved functions standard work and sustainable:
 - a. Leadership critical
 - b. Dismantle old systems
 - c. Incorporate change into standard work culture
 - i. Explicit role definitions
 - ii. Workflows and process diagrams
 - iii. EHR alterations and documentation
 - iv. Training
 - v. HR job descriptions, competency checklists, pay structure