

Optimizing Team-Based Care

Quality Improvement Learning Collaborative (2025-2026)

A 12-month quality improvement initiative aimed to move beyond hierarchical leadership training and engage the full primary care team in practical, structured, and collaborative team development to support practice-level change.

Key Components:

- Monthly training + personalized facilitation/coaching
- Peer learning sessions
- Leadership development
- Financial incentives (\$10,000 per practice site)

Practice Facilitation Meetings:

- Monthly (April 2025 – Feb 2026)
- Led by clinical experts
- Focus:
 - Coaching teams
 - Supporting PDSA cycles
 - Accountability + progress tracking

Learning Collaborative Sessions:

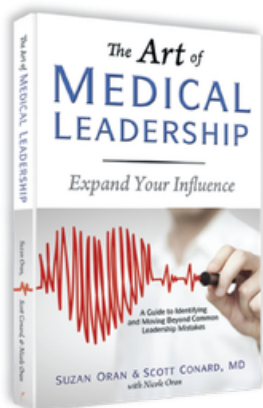
- Held at key points during program
- Focus:
 - Peer learning
 - Shared challenges
 - Best practice exchange

Pre-Post Assessment:

- Tool: Team Effectiveness Questionnaire
- Measured:
 - Roles & responsibilities
 - Communication
 - Team processes
 - Problem-solving
- Used to:
 - Establish baseline
 - Track improvement

Practices used *The Art of Medical Leadership* book and AML guided coaching which included:

- Live sessions + videos + content
- Topics included:
 - Leadership mindset
 - Communication & feedback
 - How to apply directly in practices



Read the full report in our White Paper located here:

<https://public.3.basecamp.com/p/9CtojssxsqkEFHJE69RFkzo>

Participating Practices

Barrington Pediatric Associates, Inc.

Blackstone Valley Pediatrics

Blackstone Valley Community Health Center*
(Broad Street & East Ave Locations)

Compassionate Care, Inc.

East Greenwich Pediatrics

Roger Williams Medical Center Internal
Resident Clinic

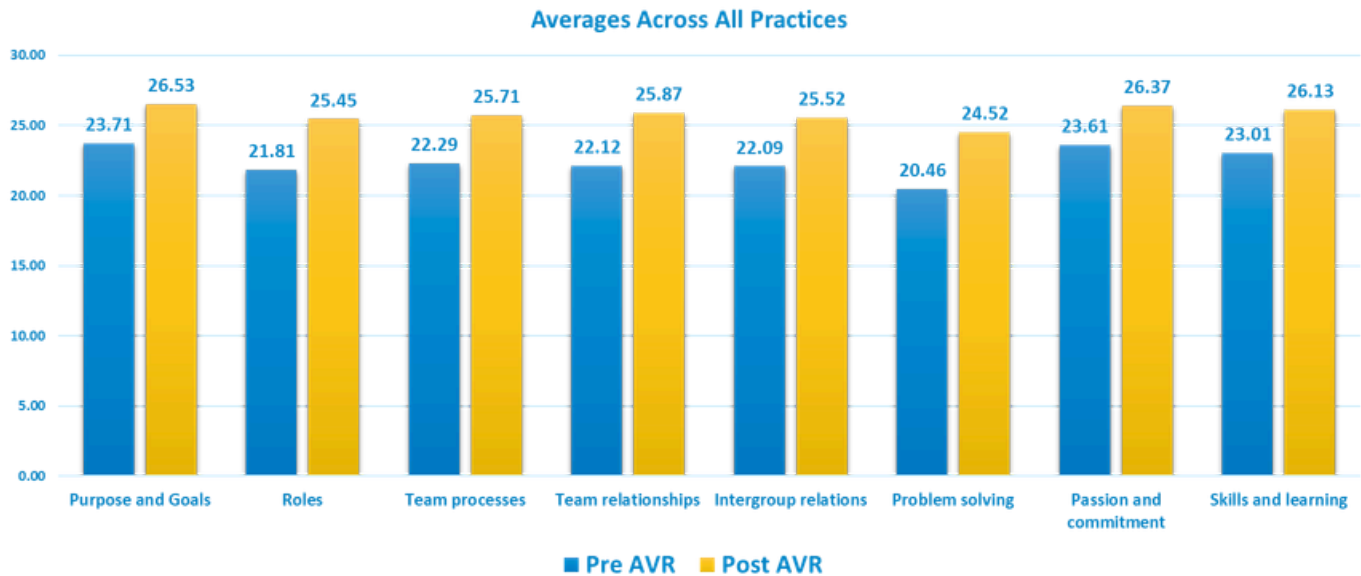
Santiago Medical Group, Inc.

Southcoast Health Tiverton Family Medicine

*Federally Qualified Health Center

Project Results

The **Team Effectiveness Questionnaire (TEQ)** was used to measure changes in how primary care teams functioned before and after participation. Team members' perceptions across several domains of team effectiveness was evaluated, including purpose and goals, role clarity, team processes, relationships, intergroup collaboration, problem-solving, passion and commitment, and skills and learning. Baseline & post-assessment scores were standardized to compare improvement and help identify areas of growth throughout the initiative.



Overall Impact: *Improvement across **all** domains of team effectiveness*

Strongest gains in:

- ◆ **Problem Solving: +4.06**
- ◆ **Team Relationships: +3.74**
- ◆ **Role Clarity: +3.64**
- ◆ **Intergroup Relations: +3.43**

Why it matters:

- ◆ Improves **communication & coordination**
- ◆ Reduces **burnout**
- ◆ Strengthens **team morale**
- ◆ Supports **high-quality patient care**

Participant Feedback



"This was a wonderful project for our practice. It provided a boost to the staff morale in that they now do believe everyone on the team is valued."



"I do feel that this program was extremely helpful in both personal and professional settings. It provided me with a lot of insight that I will continue to reflect upon and use within my daily life."



"I loved this project. It helped our office improve patient care. With improvement in staff communication, it also helped decrease burnout. Thank you so much!"

