



Approach	Activities	Activity Outputs	Objectives / Short-Term Outcomes
Spread Collaborative <ul style="list-style-type: none"> 6-months in length 1.5 day session plus 1 day session at 6 months Pre-learning expectations 3 iterations between May 2009 and Jan 2010 Practice coaching Accreditation 	<ol style="list-style-type: none"> Create core teams Create partnerships with external providers Educate core team re: national practice guidelines & e-health strategies Educate core team re: methods to redesign care process & patient self-management Provide opportunities/means for communication & linkages among team members Provide opportunities for more timely access to clinically relevant information Encourage teams to share lessons learned with in-house & external providers Engage/support/educate re: best use of technology and business processes Prepare for adoption of new technologies/e-health strategies <p>*** monthly teleconferences offered to all teams regardless of wave or approach – each month will cover a specific clinical topic or design strategy***</p>	PMT Coaches & Faculty (External Experts) <ol style="list-style-type: none"> Identify & engage primary care teams Pre-work, learning sessions & monthly teleconference calls Coaching ongoing/needs basis Core team <ol style="list-style-type: none"> Secure team members and external partners (mandatory CCAC partner) Attend education sessions Meet regularly to discuss approach to diabetes care with in-house and external providers Readiness assessment/develop strategies to improve skills, describe methods to address business processes Provide guidelines/policies/procedures for adoption of new tech & strategies 	Team Functioning to Improve Clinical Outcomes <ul style="list-style-type: none"> Help patients navigate the system / Improve knowledge of/ referrals to resources/providers Increase confidence and positive attitudes re: clinical skills of self and team members Improve team interactions & capacity
Knowledge Transfer Approach <ul style="list-style-type: none"> 1 full day (lecture format) 4 iterations between May 2009 and July 2010 Practice coaching Accreditation 	<ol style="list-style-type: none"> Create CME course Educate providers re: national practice guidelines & e-health strategies Educate providers re: methods to redesign care process, & patient self-management Encourage participants to share lessons learned with in-house & external providers 	PMT Coaches & Faculty (External Experts) <ol style="list-style-type: none"> Engage family physicians & encourage team participation (not mandatory) Provide education materials Peer interaction opportunity through monthly teleconference calls Communication with in-house and external providers (mandatory CCAC partner) Project Participants <ol style="list-style-type: none"> Attend one day session Independent communication and team development with other providers 	Redesign Care Processes to Improve Clinical Outcomes <ul style="list-style-type: none"> Apply & adhere to practice guidelines Improve clinical decision making and care planning Increase early prevention and disease management Enhance capacity (appropriate referrals and support of self-management) Improve link to specialists, hospitals, regional diabetes centres, and tertiary services when appropriate / Allied help support/ Inpatient care Enhance coordination of care Enhance integration of knowledge and skills
Web-based Learning <ul style="list-style-type: none"> Pre-formatted presentations online - self-directed & Time limited (2-3 months) Mandatory 2-hour intro session required Practice coaching Accreditation 	<ol style="list-style-type: none"> Create website Advertise website location and content/purpose Education component (include information about national practice guidelines, CDPM framework and model for improvement [PDSA cycles, care coordination, etc], best use of technology, e-health strategies) Process monitoring and reporting Support component (provide opportunities for communication among site visitors and experts/trainers/coaches) Encourage visitors to share lessons learned with in-house & external providers 	PMT <ol style="list-style-type: none"> Engage family physicians & encourage team participation (not mandatory) Provide education materials and links Feedback mechanism and quality improvement opportunities Provide 2-hour coaching session and additional coaching ongoing/needs basis Monthly teleconference calls Project Participants <ol style="list-style-type: none"> Arrange and attend mandatory 2 hour session with e-health coach onsite Complete self-directed learning modules (incl. testing and reporting) Independent communication & team development with other providers (mandatory CCAC partner) 	
Practice Coaching <ul style="list-style-type: none"> QIIP practice coaches hired and trained through the provincial initiative (Very structured coaching strategy) Mandatory 2-hour intro session required No accreditation 	<ol style="list-style-type: none"> Personalized education re: national practice guidelines & e-health strategies, methods to redesign care process & patient self-management Provide opportunities for more timely access to clinically relevant information Encourage collaborative team to share lessons learnt with in-house & external providers Engage/support/educate re: best use of technology and business processes Prepare for adoption of new technologies/e-health strategies 	PMT Coaches & Faculty (External Experts) <ol style="list-style-type: none"> Identify & engage primary care teams & provide onsite coaching ongoing/needs basis Readiness assessment/develop strategies to improve skills, describe methods to address business processes Monthly teleconference calls Independent communication & team development with other providers (mandatory CCAC partner) Provide guidelines/policies/procedures for adoption of new tech & strategies 	Spread Lessons Learnt <ul style="list-style-type: none"> Improve team functioning and care processes for providers external to the collaborative team

NOTE – Content of teachings: CDPM, Improvement Model, Change Concepts, care coordination, practice coaching, leveraging IT