



Team-based Care Funding Opportunity Frequently Asked Questions

Q: *How do you define ‘underserved’?*

A: Our definition of underserved includes populations, such as racial and ethnic minorities, the elderly, low-income people and other marginalized groups, who struggle to navigate the health care system, are less likely to get health care when they need it, and suffer disproportionately from disease and poor health.

Q: *How do you define ‘team-based care’?*

A: For the purpose of this funding opportunity, we are using the Institute of Medicine’s definition: ‘the provision of health services to individuals, families, and/or their communities by at least two health providers who work collaboratively with patients and their caregivers – to the extent preferred by each patient – to accomplish shared goals within and across settings to achieve coordinated, high-quality care.’ In addition, we will evaluate effective practices based on the following five principles of team-based care: shared goals, clear roles, mutual trust, measurable processes and outcomes, and effective communication.

Q: *How do you define ‘primary care’?*

A: We consider primary care to be the ‘provision of integrated, accessible health care services by clinicians who are accountable for addressing a large majority of personal health care needs, developing a sustained partnership with patients, and practicing in the context of family and community.’ For the purposes of this funding opportunity, we will show preference for practices that meet the definition of basic primary care services established in Section 330 of the Public Health Service Act: ‘health services related to family medicine, internal medicine, pediatrics, obstetrics, or gynecology that are furnished by physicians and where appropriate, physician assistants, nurse practitioners, and nurse midwives; diagnostic laboratory and radiologic services; and preventive health services, including prenatal and perinatal services; appropriate cancer screening; well-child services; immunizations against vaccine-preventable diseases; screenings for elevated blood lead levels, communicable diseases, and cholesterol; pediatric eye, ear, and dental screenings to determine the need for vision and hearing correction and dental care; voluntary family planning services; and preventive dental services.’

Q: *If I want to implement team-based care, but haven’t started, am I eligible for this funding opportunity?*

A: We do request that applying practices already have one or more teams in place. These teams can be of any size and can be co-located or virtual.

Q: Who does my team need to include in order to be eligible for this funding opportunity?

A: Teams can be of any size and can be co-located or virtual.

Q: What types of clinics can apply? Why are you including both non-profit and for-profit clinics in this funding opportunity?

A: Any practice that provides primary care services can apply. We are accepting applications from non-profit and for-profit practices in an attempt to reach more practices that serve low-income and underserved people as well as have a greater impact on the primary care system across Colorado.

Q: Can multiple clinic sites from one organization apply?

A: Yes. Multiple clinic sites from one organization can apply, but each site must submit a separate LOI.

Q: When will I find out if my clinic is selected for Phase I (receive technical assistance for development of a work plan)?

A: We hope to have all decisions for Phase I complete by the end of March 2015.

Q: What type of technical assistance will be available during Phase I?

A: During Phase I, the technical assistance provider, in collaboration with the practice, will conduct a personalized assessment of the practices' existing level of teamwork, identify areas for improvement, and assess the practices' general capacity to meet the goals of the funding opportunity (including evaluation tasks). This assessment will detail specific areas of strength and areas for further development and connect these findings to specific recommendations for improvement and actions that the practice should take to address these – in the form of a work plan. The technical assistance provider will provide direct assistance to practices in the development of a work plan and budget to apply for Phase II funding.

Q: What type of technical assistance will be available during Phase II?

A: In Phase II, the technical assistance provider will work with selected practices to implement their work plan and provide technical support in the form of direct assistance from a practice facilitator, face-to-face and online instruction (e.g., workshops, webinars), site visits, personal consultation, and through the formation and use of a dynamic learning community that will meet in person at least twice a year for learning events.

Q: What type of funding will be available in Phase II of this funding opportunity?

A: Phase II awards will be for \$150,000 over three years. Non-profit practices will receive this funding in the form of a grant and for-profit practices will be offered no-interest loans. The funding is intended to be used to implement practice changes that advance the basic principles of team-based care (shared goals, clear roles, mutual trust, measurable processes and outcomes, and effective communication) and to allow for practice leaders and staff to be available for participation in technical assistance and evaluation activities for this initiative. Work plans are likely to include elements related to training, tool development and team building activities.

Q: Will additional funding be available after Phase II to continue implementation?

A: Funding through this initiative should be seen as an opportunity for practices to push their implementation of team-based care forward, with technical support and collaborative learning with other practices. The funding is meant to help practices further their journey

toward optimizing integrated team-based care, not necessarily to get them to the final finish line, wherever that might be. Practices eager to learn and help improve primary care and team-based care should welcome this initiative as a short-term enabler, and should not assume that the foundation will provide continuing funds to sustain their approaches to effective team-based care past this initiative.

Q: *If I receive technical assistance, but do not receive implementation funding, can I participate in the learning community?*

A: Yes. The learning community will include activities open to practices outside of those that receive implementation funding.

Q: *What type of evaluation will be required of selected practices?*

A: Selected practices will be asked to engage in an evaluation study conducted by an external evaluator. The design and scope of the evaluation will be determined early in the funding opportunity, though the evaluation is expected to comprehensively assess clinics' implementation of team-based care over the life of the funding opportunity. It is anticipated that the evaluation will require practices to provide some specific quantitative and/or qualitative data about their activities, to participate in regular data collection activities with the evaluator (e.g., interviews, surveys, observations), and to participate in learning discussions about the findings.

Q: *What if I miss the February 15th deadline?*

A: This is a one-time-only funding opportunity. Only clinics that submit an LOI by February 15, 2015 will be eligible for technical assistance and implementation funding.