THE TEAM BRAIN: THE POWER OF THE DAILY ACT TEAM MEETING

OCEACT MONTHLY TA CALL: JANUARY 10, 2023

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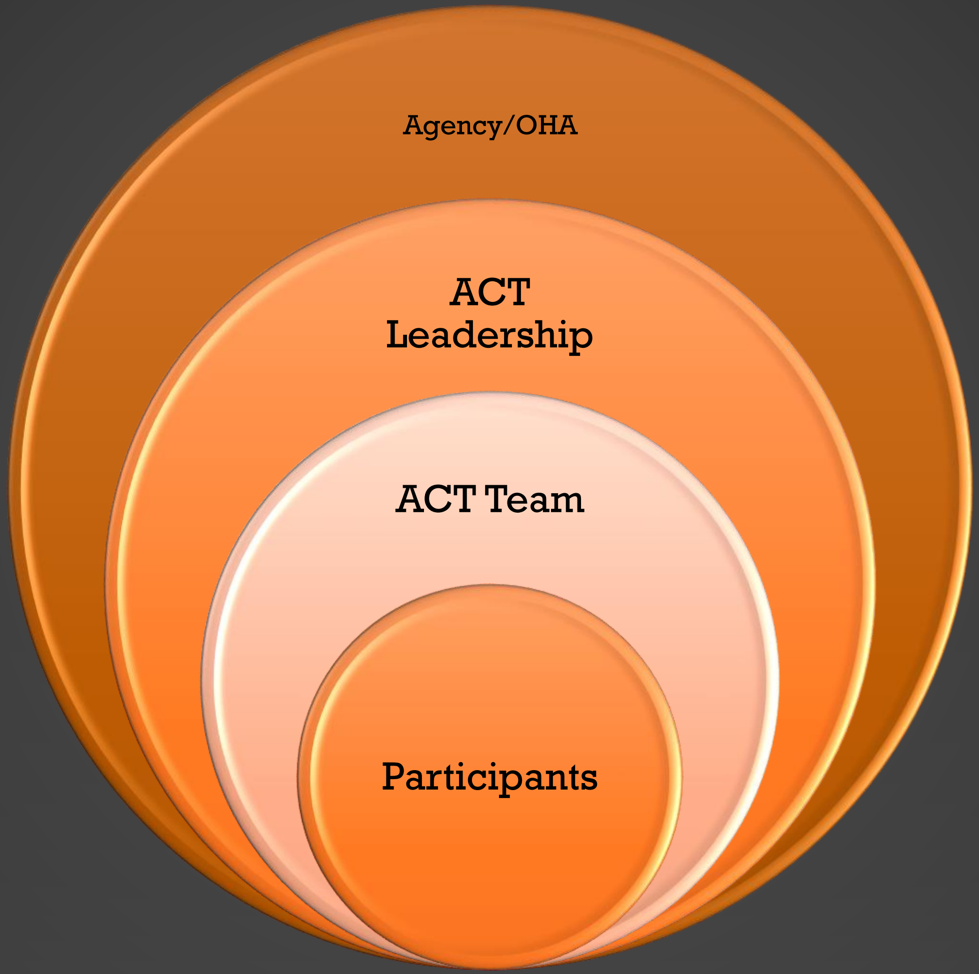
AGENDA

- Intention/Purpose of the ACT team mtg
- Functions of the ACT team mtg
  - Team Health
  - Roll Call
  - Parking Lot
  - Specialty Input
  - Scheduling
  - Cross-Training identification
  - Closing the Meeting
- Q&A

PARTICIPANT CENTERED

- Circle started around the cook-fires of humanity's ancestors and has accompanied us ever since. We remember this space. When we listen, we speak more thoughtfully. We lean in to shared purpose. – The Circle Way

PARTICIPANTS RECEIVE THE ENERGY FROM THE COMBINATION OF RELATIONSHIPS THAT SURROUND THEM IN EACH ORGANIZATION.



INTENTION

FAST

- Follow a format
- Feasible length

FUNctional

- Respectful camaraderie
- Producing useful outputs

Friendly

- Inclusive to all members
- Supports team connectedness

PURPOSE

- The purpose of the Daily Team Meeting is to come together consistently to share relevant input that will alter the schedule and plan for the current day. It's all about intentional care coordination.
- The input comes from the report of each team member and the three schedules. Schedules are: the client schedule, staff schedule and the integrated team schedule.
- The meeting is a venue to identify emerging participant needs. These needs will drive modifications to the staff schedule and build the team schedule for a particular day.
- Each team member walks away from the meeting with an understanding of their planned interventions for the day.

THE FUNCTION: TEAM HEALTH

- The daily team meeting allows for an opportunity to engage in brief team building which can be formal or informal. Ex. Ice breakers vs. casual chat. This allows the Team Lead to take the team temperature and identify any individual staff follow-up needs.
- Each team member will see who is available to partner with them based on who is in the room. Much of the day is in the field so this is a time to share location information. It's good practice to briefly name who is on PTO or leave at the start of the meeting.
- Prioritize sharing any emerging safety concerns so that your team members have information to make a plan. Ex. A neighbor with a protective dog moved in; a new roommate; a broken lock etc.
- What are some other examples of safety considerations to share?

THE FUNCTION: ROLL CALL

- Roll call: say the name of all current ACT participants as well as those the team is attempting to engage.
- For each name called there is a report from the team member that engaged them in the last 24 hours. Critical events on-call and within the last 24 hours are highlighted. Share clinical status/presentation and note if different from what is typical for that person.
- Share emerging needs and suggest interventions that connect to individual goals. Share interventions delivered and noteworthy responses from participants. Highlight participant success and next steps.
- All staff voices are encouraged and respected. Staff can share differing perspectives.
- Share updates regarding stage of change readiness. Ex. Emiko shared they want to start looking for employment. What are some other examples of stage of change readiness that may arise?

EXAMPLE REPORT FORMAT

- Mood and affect
- ADLs/Room
- Physical Health
- Symptom Presentation/Med Concerns
- Housing status
- Goals addressed in meeting
- Informal Support contact
- Report of use/stage of change
- Legal: arrested for new charges; In jail/released
- ER visits for MH reasons; ER visits for medical reasons; Inpatient MH admission and discharge
- Next engagement scheduled

FUNCTION: "PARKING LOT"

- Identify items that require a longer case consultation and park that until the end of the meeting or the next team supervision meeting (March TA call).
- At another time discuss how the team will address the urge to engage in "storytelling." Have a plan to follow when this occurs to keep the meeting on track.
- How does your team respond when a team member starts to share irrelevant information and goes off track?

FUNCTION: SPECIALTY INPUT

- Listening to report through my specialty lens. If a team member shares that a participant has a new goal I will reflect on my specialty and what I can offer.
- Ex. Emiko (participant) shared with Lisa the SUD Specialist that they are interested in applying for employment. If I am the Employment Specialist what might I offer?
- What are some other examples of listening to report from a specialty lens?

FUNCTION: SCHEDULING

- The client schedules populate into the daily team schedule. Ex. If Emiko attends E-IMR group every Wednesday that is listed on their schedule. This will be reflected on the Wednesday Team Schedule. Since Emiko shared with Lisa in group that they would like to start applying for jobs how might this inform Cori's (Employment Specialist) schedule?
- Plans change throughout the day and given that Act is a community-based model the team will need to develop a process for communicating updates in a timely manner while in the field. How does your team do this?

FUNCTION: SCHEDULING

- Closing the loop: share the outcome of the coordinated plan. On Wednesday Emiko attended E-IMR and Lisa introduced them to Cori afterwards. On Thursday Cori shares that she met with Emiko and they scheduled an appointment to complete a Career Profile Assessment.
- The date of the appointment was added to Emiko's schedule as well as Cori's schedule. When the participant schedules are pulled into the Team Schedule it will show the appointment Emiko has scheduled with Cori.

FUNCTION: CROSS-TRAINING IDENTIFICATION

- The recommendation is for each specialty to provide a minimum of 20 minutes of training every six months to the team. Ideas for cross-training topics may arise from the daily team meeting and then they can be scheduled for a group supervision/consultation meeting or additional meeting scheduled for this purpose.
- What are some examples of cross-training topics your team has experienced? When did these trainings take place?

CLOSING THE MEETING

- After roll call there may be time to review the "parked" items for discussion. Priority should be given to emerging safety issues and engagement strategy discussion. Some items will be placed on the agenda for the next team supervision/consultation.
- A team serving 100 participants should complete roll call in approximately 60 minutes. Remember some names called will not have a report if there was no contact in the last 24 hours.
- Attempt to keep each report one to two minutes in length.
- Each team member shares their revised schedule for the day before the close of the meeting. The Team Lead can listen for availability for emerging needs that day.

DISCUSSION

- Q&A
- Virtual vs. in-person meetings?
- Signals to curtail storytelling?
- Do you rotate facilitators?
- Ideas for staff check-ins?
- Documenting outcomes, what works?
- My contact info: lmiddleton@optionsonline.org
- March TA Call will f/u with (The Team Brain: Consultation & Collaboration during Team Supervision. March 14th @ 10am and 3pm. See you there!