



Procedure: 4.6 Team schedule
Approval date: July 11, 2024
Approved by: Director, MB HIV Program

PURPOSE

This procedure outlines how to use the PATHS team schedule and meetings to facilitate service provision and maintain fidelity to the model of care.

BACKGROUND

As a service delivery model that addresses complex care needs in a variety of community settings, it is important to have tools that support the organization of clinical care. Maintaining the team schedule and meetings are integral to the effective and efficient delivery of care. They promote communication, collaboration, and the flexibility to respond to clients' care needs in a timely manner.

PATHS uses a team approach and the pod uses a shared team schedule. The following tools are used by the team for effective service delivery:

- Daily team meetings
- Daily team schedule
- Weekly team schedule
- Caseload meeting

Within the shared caseload, all tasks relate to one another and are directed toward helping clients reach their goals. The team works together to share expertise and are accountable to one another to achieve the goals of care.

Daily team meeting

The daily meeting is a key factor in team cohesion and offers:

- Opportunity to communicate and facilitate team approach
- Allows for the timely exchange of information from the day prior
- Review the daily team schedule

The daily team meeting is scheduled for 15 minutes at the beginning of each day. After relevant updates are shared, any urgent or outstanding tasks will be noted and assigned during the review of the daily team schedule.

Daily team schedule

The daily team schedule is reviewed during the daily team meeting and provides:

- The framework for the day
- Direction to the team, delineating when, where, and who is responsible for the tasks related to service provision
- Increased collaboration and responsiveness when urgent needs arise

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- Flexibility when assigning tasks, considering scope, acuity, and availability of team members

Weekly team schedule

The weekly team schedule addresses:

- Recurrent tasks supported by the team
- Helps populate the daily team schedule
- This schedule is often discussed as part of the larger care plan, ensuring clients are receiving enough support throughout the week
- Increases opportunities for efficiency in service provision when everyone is aware of routinely scheduled tasks by team members

Caseload meeting

As part of the weekly team schedule, a 90-minute caseload meeting will be scheduled on a fixed day and time to support attendance by all team members. The caseload meetings discuss each client assigned, with opportunities to share updates by each team member as it relates to the care plan.

The Manitoba HIV Program Clinical Education Coordinator will participate in these weekly meetings to offer ongoing support for complex care needs and ensure program fidelity.

Prioritizing this time to meet each week provides the opportunity to:

- Review new referrals assigned to the PATHS pod
- Update, evaluate or present new care plans
- Review the caseload to share information
- Identify strengths and barriers when delivering care
- Develop strategies to address barriers in service delivery
- Participation from the interdisciplinary team and sharing expertise
- Jointly plan how to meet client's goals and assign tasks
- Transition plan
- Support one another and promote team cohesion