Figure. Schematic of the Conceptual Framework for Team-based Primary Care

Inputs

Internal to Organization

- Leadership:
  - inclusive
  - psychological safety
- Team composition:
  - size
  - diversity of ideas
  - diversity of skills
  - diversity of knowledge
  - prior training/experience
  - turnover/stability
- Patient population needs
  - demand & workload
- The "Built" environment
  - space and co-location
- QI Infrastructure
  - Health IT capacity
  - Time for reflection & conversations
  - Internal expertise with a specific QI method
  - External expertise: QI consultants or practice facilitators

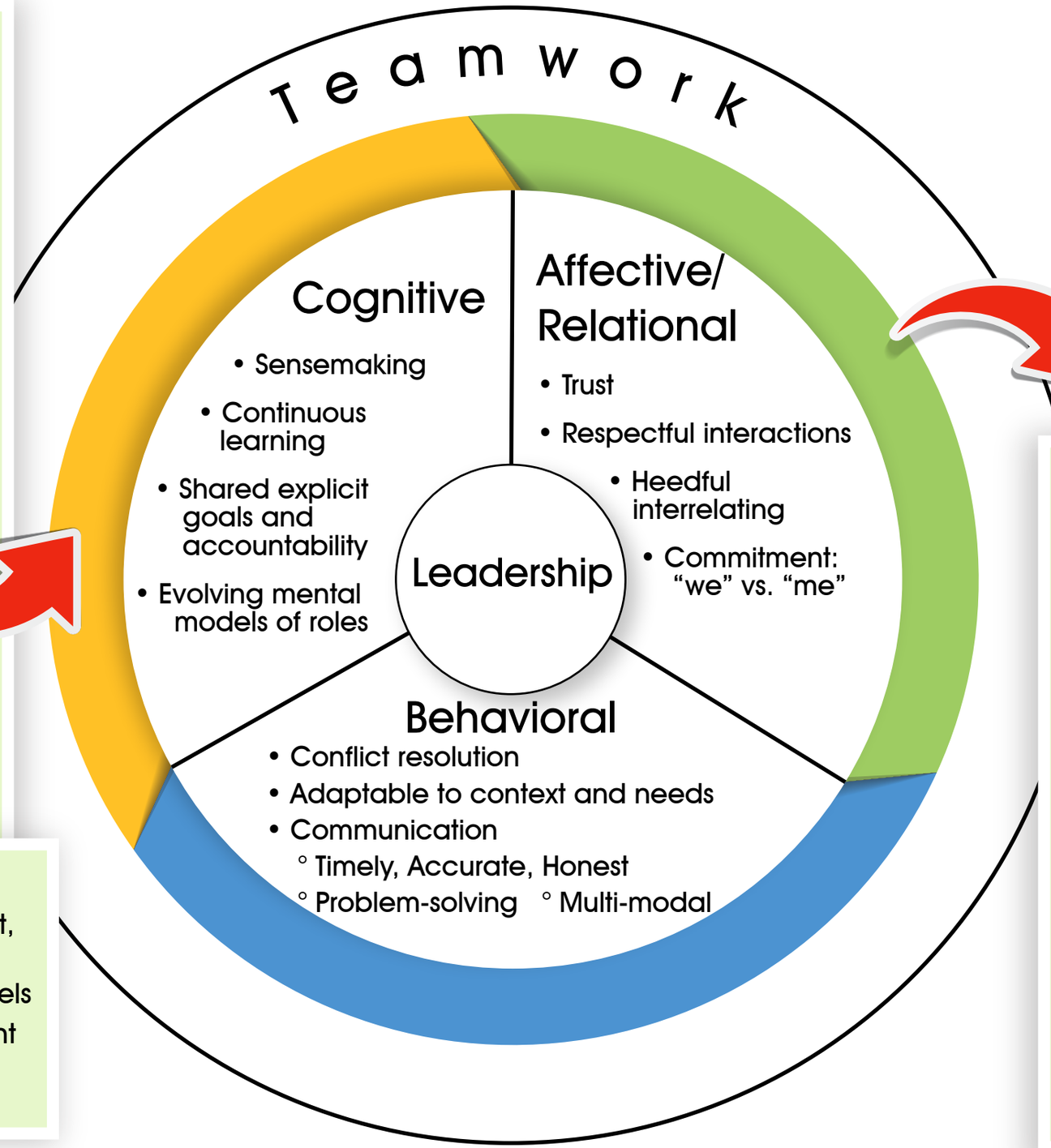
External to Organization

Local context: job market, workforce

Financing/payment models

Health policy environment (e.g. licensure policies)

Mediators



Outputs

Team-based Primary Care

- Patient-centric:
  - inclusive of patients and accountable to them
- Defined, agreed upon roles:
  - works at 'top of education and experience'
- Measures processes and outcomes:
  - accountable for evidence-based care
- Continuous improvement
- Proactive care that is a shared responsibility
- Link to other teams/resources
  - coordinate care as needed
- Longitudinal continuity relationship