

TEAM UP Clinical Training Syllabus for Year 3

May 19th, 2022; Updated June 21st, 2022

I. Overview

During the second year of the Learning Community, training activities continued to occur remotely through role-focused and interdisciplinary groups, both across health centers as well as within health centers. In the upcoming third year of the Learning Community, we will continue using the online forum for training delivery and schedule in-person events as negotiated, observing the COVID safety protocols as defined by each health center and Boston Medical Center.

Historically, TEAM UP trainings have evolved iteratively by soliciting and incorporating feedback from partner health centers. The result is a flexible and collaborative design. The [Learning Community](#) offers a range of events for the care team to develop evidence-informed skills, discuss timely topics, consult on cases, share resources, and build a reflective, culturally humble stance into practice.

This syllabus and tables below provide a comprehensive guide to the major clinical training activities within the TEAM UP Learning Community for Implementation Year 3 (June 2022-May 2023). The majority of inter-CHC training events will occur on Tuesdays. CHC-specific events will be scheduled with individual health centers to use existing department meeting times.

II. Summary of Learning Community Clinical Training Activities **(required activities highlighted in yellow)**

Virtual Training	Purpose	Audience	Time
Trauma Informed Environment Training	Equip health centers with a framework for building a trauma-informed organizational structure and providing trauma-informed care	PCP, BHC, CHW/FP; health centers encouraged to include additional staff members, including administrative staff and organizational leadership	Upon request
Who Gets Left Out: Racial Inequities in Mental Health Diagnosis and Treatment	Provide guidance around assessment, diagnosis, and treatment of primary diagnostic categories from the lens of racial equity	PCP, BHC, CHW/FP; health centers encouraged to include additional clinical staff members	All-site optional webinar (Y2); follow up upon request
Complementary Medicine Approaches	Introduction of mind-body techniques that can provide an alternative form of support to patients during brief primary care sessions	Role-focused sessions for PCPs and BHCs	BHCs complete during Y2; PCPs can arrange to complete during Y2 or Y3
Schwartz Rounds	Reflective consultation space that explores care practices, challenges, and the social-	PCPs, other care team members at health center's discretion	Upon request

	emotional impact on clinicians		
<u>Supervisors' Forum</u>	Reflective space for supervisors across CHCs to gather and discuss challenges, opportunities, strategies, and other topics related to their role	BHC and CHW/FP Supervisors	Every other month
<u>Supervisors' Forum</u> <ul style="list-style-type: none"> • <u>Overview:</u> Reflective space for site supervisors to troubleshoot, share challenges and solutions, and gain peer support from counterparts at other health centers. • <u>Content:</u> Discussions are progressive, framed by relevant clinical and workflow issues, concerns, questions, or ideas raised by the health centers, and other timely topics. Sustainability of work will be an increasing topic of conversation in the latter half of the year. • <u>Audience:</u> Site supervisors for BHCs, CHWs, and FPs • <u>Schedule:</u> Every other month <u>Early Childhood Champion Alliance</u>	Working session to build EC clinical skills and develop mechanisms to sustain this capacity within each health center long-term	EC Champions from each CHC; supervisors and any other interested staff highly encouraged to attend	Monthly
<u>E-Course</u>	Foundational mental health concepts with team-based	PCP, BHC, CHW/FP; health centers encouraged to include	Self-paced

	lens as well as role-specific skill-development	additional staff members	
<u>Transdiagnostic Approaches to Mental Health Booster Trainings for BHCs</u>	Evidence-informed therapeutic skills development for all ages across diagnostic categories	BHC	Boosters upon request
<u>Case Consultations for BHCs</u>	Case conceptualization with emphasis on assessment, diagnosis, and treatment selection	BHC	Monthly; 1 st Tuesday 10-11am
<u>Core Skills Booster Trainings for Community Health Workers and Family Partners</u>	Best practices and skill building for work with children and families	CHW/FP	Boosters upon request
CHW/FP Consultations	Skill building, peer support, and reflective supervision	CHW/FP	Monthly; 1 st Tuesday 10-11am
<u>Site-based Support for CHWs/FPs</u>	Tailored sessions to support role development at each health center	CHW/FP	Monthly, scheduled with each health center
<u>Self-Care/Professional Resilience Sessions</u>	Dedicated time to reflect on self and practice wellness skills to decrease stress	Optional, open to all health center staff	Weekly; Tuesday 9:30-10am
<u>Special Topics Forum</u>	Special topic series	BHC, CHW/FP, others welcome	Monthly; 3 rd Tuesday 10-11am
<u>Team-Based Care Sessions</u>	Practice transformation activity to develop and refine clinical workflows using quality improvement methodology, with input from whole clinical team	PCP, BHC, CHW/FP, and other clinical and administrative staff	1 hour, twice yearly; scheduled to align with health center's department meeting schedule
<u>Collaborative Office Rounds</u>	Case based discussions to enhance comfort and knowledge on MH treatment	PCP	1 hour, quarterly; scheduled to align with health center's provider meeting schedule

III. Learning Community Clinical Training Activity Descriptions

Building Organizational Capacities to Support Long-term Sustainability of Integrated BH Care

Supervisors' Forum

- **Overview:** Reflective space for site supervisors to troubleshoot, share challenges and solutions, and gain peer support from counterparts at other health centers.
- **Content:** Discussions are progressive, framed by relevant clinical and workflow issues, concerns, questions, or ideas raised by the health centers, and other timely topics. Sustainability of work will be an increasing topic of conversation in the latter half of the year.
- **Audience:** Site supervisors for BHCs, CHWs, and FPs
- **Schedule:** Every other month

Early Childhood Champion Alliance

- **Overview:** Collaborative space for health centers to identify gaps and goals pertaining to early childhood services, build knowledge and skills at their sites, and ensure that overall EC capacity is sustainable long-term.
- **Content:** To include, but not limited to, clinical training needs, reflective case discussions, workflow support, professional development, and sustainability planning. One goal is to work towards Infant/Early Childhood Mental Health endorsement by the end of year 3.
- **Audience:** BHC Early Childhood Champions; CHW/FP Early Childhood champions, supervisors, and other interested staff at CHC discretion
- **Schedule:** Monthly

Cultural Shift in Care Delivery

Trauma-Informed Environment Training

- **Overview:** Designed to equip community health centers with a framework for building a trauma-informed organizational structure and providing trauma-informed care to its patient populations. Trainings are tailored to meet specific needs and gaps identified by the health centers and designed to target a range of organizational roles and disciplines.
- **Content:** Content is informed by a needs and gaps assessment completed by each health center and a planning meeting with clinical champions and other health center representatives. At minimum, training includes didactic content about Adverse Childhood Experiences (ACEs), the physiological impact of trauma, principles of trauma-informed language, care, and systems, and concrete regulation skills that can be used for staff and patients.
- **Audience:** All staff, Pediatrics/Family Medicine care teams, PCPs, BHCs, CHWs/FPs
- **Schedule:** All health centers completed at least one hour of a Trauma-Informed Environment training. If you have remaining hours to complete, please coordinate with the TEAM UP clinical training team to complete during the first or second quarter.

Who Gets Left Out? Racial Inequities in Mental Health Diagnosis and Treatment

- **Overview:** Addresses inequities in mental health assessment, diagnosis and treatment for racially and culturally diverse children and families. Trainings will focus on most common mental health diagnostic categories.
- **Content:** Build knowledge and skills for assessment, diagnosis, and treatment for the racially, ethnically and linguistically diverse patient populations served by the health centers. Trainings will also provide language and framing for discussing race when the clinician holds different identities than the child/family.

- **Audience:** Pediatrics/Family Medicine care teams, PCPs, BHCs, CHWs/FPs
- **Schedule:** If desired, health centers can work with the clinical training team to schedule a follow up consult after attending the initial presentation in April 2022. For those who did not attend the initial presentation, TEAM UP strongly encourages health centers to ensure that all PCPs, BHCs, and CHW/FPs watch the training on the TEAM UP website and/or schedule a consultation during an existing department meeting time.

Reflective Consultations for Professional Resilience and Compassionate Care Delivery

Schwartz Rounds

- **Overview:** Schwartz Rounds offer a reflective space to improve readiness to respond to patient needs, enhance interdisciplinary communication, discuss provider social-emotional well being, and mediate provider burnout. The premise of Rounds is that when staff feel supported in their roles as care providers, they are better equipped to deliver compassionate care to their patients. Unlike other meeting spaces, the purpose of Rounds is not to solve a clinical care problem, rather to understand the experience of being a care provider.
- **Content:** Each Round focuses on a case, shared by a health center staff member, often exploring circumstances that felt particularly challenging or problematic. Facilitators guide the conversation toward reflection about the emotional impact on the staff, rather than on problem-solving.
- **Audience:** PCPs, other care team members at health centers' discretion
- **Schedule:** Optional

Self-Care/Professional Resilience Sessions

- **Overview:** Self-care time is optional and open to all members of the TEAM UP community. It includes guided meditations, breathing techniques, other mind-body and expressive therapy techniques, and facilitated discussion.
- **Audience:** All members of the TEAM UP Community
- **Schedule:** Optional; Every Tuesday from 9:30-10am

Skill Building to Improve Integrated Care Delivery

Complementary Medicine Approaches Training

- **Overview:** Among the key components of establishing a trauma-informed environment is equipping care teams with a range of skills that address the multiple layers of trauma. Because trauma and chronic stress operate on the whole physiological experience, building a toolkit that involves neurobiological therapeutic interventions is critical – for staff sense of efficacy with challenging, often cyclical issues, as well as for staff ability to co-regulate and sustain themselves in stressful clinic environments. The growing body of research indicates that mind-body techniques are safe and non-invasive ways of mitigating the impact of stress on physical, mental, and emotional health.
- **Content:** In order to better address the neurobiological impact of trauma and chronic stress, practitioners will receive training in mind-body techniques that induce relaxation, improve overall health, and safely support symptom management. Techniques will be informed by Eye Movement Desensitization Reprocessing, sensorimotor and somatic therapies, and other integrative medicine, and adapted to the types of sessions provided by PCPs and BHCs. PCP content will be oriented toward the health coaching that has become a larger part of primary care visits, as well as teaching skills for upregulating and downregulated in the moment. BHC content will be oriented toward skill-building therapeutic approaches that can be incorporated into both brief and longer sessions.
- **Audience:** Role-focused trainings for PCPs and BHCs
- **Schedule:** BHC trainings to be completed during Y2; PCP trainings are optional and can be scheduled at each CHC during Y2 or Y3

E-Course

- **Overview:** This interactive [e-course](#), designed by a team of child mental health experts, aims to develop foundational knowledge around identifying, assessing, screening, and caring for children and families in the primary care setting. The course provides guidance and skill-based learning for PCPs, BHCs and CHW/FPs. Each section allows for case conceptualization from one's role on the care team. Participants will gain understanding and knowledge of other care team roles. The clinical training team will review comment forums monthly to inform content of live meetings.
- **Content:** Modules on Risk Assessment/Suicidality, Parental Stress, Early Childhood, Trauma, Depression, Anxiety, Working with Schools, Externalizing Child, Autism Spectrum Disorders, Substance Use Disorders, evidence-informed therapeutic approaches and core skills
- **Audience:** PCPs, BHCs, CHWs/FPs; available to other members of the team, including RNs, MAs, etc.
- **Schedule:** Self-paced. Users should complete Role-focused modules and any outstanding Team-based Care and Foundational modules.

BHC Booster Trainings: Transdiagnostic Approaches to Mental Health

- **Overview:** This training series reviews evidence-informed therapeutic approaches covered in the first year of the Learning Community. Transdiagnostic approaches to mental health care was developed with the understanding that all children, adolescents, and transitional-age youth often present with symptoms that cross diagnostic categories. This approach allows the clinician to utilize core principles and skills found in evidence-based treatments. Trainings consist of case-based learning, a developmental framework, and skill-building to ground the knowledge in practical application to the primary care setting.
- **Content:** Psychoeducation, Motivational Interviewing, Emotion Regulation, Parent Coaching and Support, Therapeutic Exposure, Behavioral Activation, Problem Solving, Cognitive Restructuring and Reappraisal, Interpersonal and Communication Skills, Assessments and Screening, and BRANCH. All content is approached from a developmental (early childhood, school age, preadolescent, adolescent and emerging adults) perspective, i.e. therapeutic approaches and skill building based on the cognitive and emotional maturity of the youth and ways to adapt the skills to the age of the youth.
- **Audience:** TEAM UP BHCs and their clinical supervisors
- **Schedule:** Training series was completed during Year 2. Recordings and presentation materials are available on the [backend of the TEAM UP website](#), and refreshers or consults are available upon request.

CHW/FP Booster Trainings: Core Skills for CHWs/FPs

- **Overview:** This training series aims to reinforce topics covered during the first year of the Learning Community. Core skills such as problem solving, family engagement, and motivational interviewing will be emphasized, rehearsed, and applied to case discussions. Given the variation in the role itself, didactic content is informed by assessment of each cohort's needs, goals, and current best practices.
- **Content:** Role Development and Field Literature, Family Engagement, Motivational Interviewing, Problem Solving Skills, Health Education and Advocacy, Care Coordination and Case Management, Professional Resilience and Role Sustainability, Mini Manuals (Trauma, SUD, Early Childhood, ASD, Anxiety, Depression, ADHD) and Key Tasks (IEP and BH Referrals), other Best Practices and Resource Sharing.
- **Audience:** TEAM UP CHWs/FPs and their clinical supervisors
- **Schedule:** Training series was completed during Year 2. Recordings and presentation materials are available on the [backend of the TEAM UP website](#), and refreshers or consults are available upon request.

Special Topics Forums

- **Overview:** The Special Topics Forum is a space for peer support, shared learning, and guidance for therapeutic team members at CHCs. This is part of TEAM UP’s overall community- and resource- building approach to role development for the BHCs, CHWs, and FPs.
- **Content:** This forum is intended to respond to the needs and interests of therapeutic team members, particularly those that are germane to current events and issues. There is one formal gathering per month, and when other timely issues arise, additional optional forums can be scheduled to address concerns and provide resources in a group context. In the interest of supporting mentorship and professional development opportunities, Cohort 1 and Cohort 2 staff are invited to present on areas of interest or expertise. Interested staff can submit a brief [proposal](#) to the clinical training team.
- **Audience:** BHCs, CHWs/FPs, all other health center staff welcome to join
- **Schedule:** 3rd Tuesday of every month from 10-11 am.

Date	Topic
June 2022	Play Therapy
July 2022	Problem Solving Education
August 2022	Medical Legal Partnership
September 2022	WRAP
October 2022	Practice Transformation Topics
November 2022	Building a Research Initiative in Community Health
December 2022	TBD
January 2023	TBD
February 2023	Intro to SPARK
March 2023	TBD
April 2023	Neurodevelopmental Inpatient Program
May 2023	TBD

BHC Case Consultations

- **Overview:** Consultations will occur monthly over the course of the Learning Community, protecting time for care team members to share knowledge and practices with colleagues in similar roles. Modeling [supervision best practices](#), the meetings will emphasize assessment, diagnosis, treatment planning, bias, and reflection.
- **Content:** Each month will focus on a diagnostic area with a brief review of criteria. Clinician should select cases for presentation accordingly. Clinical cases will span the full pediatric range, from infancy to transitional age youth, and presentations will include conceptualization, assessment and diagnosis, screening tool selection, and treatment planning. Initial facilitation will be provided by the TEAM UP clinical training team, and during the second quarter, CHC site supervisors will take over facilitation. Clinicians will ~~may~~ use the [case presentation template](#) to organize their presentations.
- **Audience:** TEAM UP BHCs and their clinical supervisors
- **Schedule:** Consultations will occur monthly on Tuesdays, and each will focus on a different diagnosis. Clinicians can refer to the [Case Presenter Schedule](#) to select a date for presentation.

Date	Topic
June 2022	Trauma and Stressor Related Disorders
July 2022	AD/HD
August 2022	Psychotic Disorders
September 2022	Depressive Disorders
October 2022	Anxiety Related Disorders

November 2022	Substance Use Disorders
December 2022	Autism Spectrum Disorder
January 2023	Disruptive Mood Dysregulation Disorder
February 2023	Learning Disorders
March 2023	Eating Disorders
April 2023	Impulse Control Disorders
May 2023	Specific Phobias

Site-based Support for CHWs/FPs

- **Overview:** Site-based support is a continuation of CHW/FP Case Consultations on a smaller scale to reinforce consolidation of learning within the context and environment of each unique site and move towards long-term sustainability of the CHW/FPs role. These sessions will provide space for individualized focus on the particular needs and interests of CHW/FPs at each health center. Site-based support is intended to further development of the CHW/FP role within the integrated care team and support professional development of CHW/FPs in the field of behavioral health integration.
- **Content:** Meeting content will be responsive to each group’s needs and may include, but is not limited to, case reviews, core skills building, reinforcement of TEAM UP workflows, support for development of processes and systems to support patient tracking and population health management, process mapping, and role-specific tasks within care team approach. Each CHW/FP will be responsible for presenting items for group consultation and review. Discussions will focus on scope of work and care delivered by CHW/FPs. Further detail outlined in the addendum.
- **Audience:** CHW/FPs
- **Schedule:** Beginning in June 2022, monthly, scheduled to align with each health center’s availability.

CHW/FP Consultations

- **Overview:** Consultations will occur monthly throughout the Learning Community, protecting time for care team members to share knowledge with colleagues in similar roles. Each consultation will consist of two presenters (30 minutes each) presenting cases on the same topic allowing for mutual learning from two perspectives. Meeting content will align with core concepts covered in CHW/FP Core Skills trainings, and be responsive to the particular needs and interest areas of the group to allow for deeper dives as needed. Consultations are designed to encourage and scaffold the generalization of concepts across all aspects of the CHW/FPs scope of work.
- **Content:** Cases will be presented in a structured approach using a [case presentation template](#) with prompts to assist in organization of presentation, including identified interventions (e.g., engagement, psychoeducation and coordination) and application of core skills covered in TEAM UP trainings, (e.g., motivational interviewing and problem solving education), as applicable to the case presentation. Each CHW/FP, with the support of the CHW Role Coordinator, will be responsible for presenting cases that the group will review. Case discussions will include skill-building on documentation practices, solidifying core concepts, troubleshooting role-specific challenges, identifying best practices and efficiencies in related workflow processes. Case discussions may also include reflection on personal biases and boundaries, reflection on transference, countertransference, and other interpersonal dynamics in care delivery, and collaboration across systems. Further detail outlined in the addendum.
- **Audience:** TEAM UP CHW/FPs and their clinical supervisors.
- **Schedule:** Consultations will occur monthly on the first Tuesday of the month. CHWs and FPs can refer to the [Case Presenter Schedule](#) to select a date for presentation.

Date	Topic
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June 2022	Early childhood
July 2022	Complex case
August 2022	Anxiety & Depression
September 2022	Trauma
October 2022	ADHD
November 2022	Behavioral health referrals
December 2022	Early Intervention & IEP
January 2023	TBD
February 2023	TBD
March 2023	ASD & Developmental Behavioral Pediatrics referrals
April 2023	TBD
May 2023	TBD

Team-Based Care Sessions

- **Overview:** These sessions are practice transformation forums designed to explore the team-based approach to caring for children and families, TEAM UP’s clinical training and practice transformation teams will facilitate team-based care sessions for the pediatric and family medicine departments. During these sessions, the entire care team will have the opportunity to walk through a range of patient-centered clinical workflows, from check in to treatment, aligning with the diagnoses. These activities will incorporate elements of Failure Modes and Effects Analysis to ensure a Quality Improvement framework approach to care delivery. Workflows will explore care team roles and other aspects of assessment, diagnosis, and intervention.
- **Content:** Aligns with core clinical workflows of the TEAM UP transformation model (Universal Screening, Warm Hand Off/Healthy Parenting, Secondary Screening and Symptom Tracking, ADHD, Developmental Assessment, Substance Use). Topics in Year 3 will be determined in collaboration with each health center to align with department priorities.
- **Audience:** PCPs, BHCs, and CHWs/FPs; Pediatrics/Family Medicine care teams
- **Schedule:** Twice yearly, scheduled to align with each health center’s internal department meetings, with additional sessions available upon request

Collaborative Office Rounds

- **Overview:** Case-based consultation with the pediatric primary care providers at each health center where they present challenging cases and receive clinical support from child psychiatrists and developmental behavioral pediatric providers as needed to assist with treatment recommendations. Other care team members can be included based on health center preference.
- **Content:** Iterative topics based on cases health centers present for consultation
- **Audience:** PCPs, other care team members at health center discretion
- **Schedule:** Quarterly, scheduled to align with each health center’s internal department meetings

IV. References

- [Year 2 Clinical Training Syllabus](#)
- [Implementation Year 2 Clinical Training Schedule](#)
- TEAM UP Learning Community Orientation Slide Deck
- [Implementation Year 3 Learning Community Schedule](#)

V. Addendum – June 21, 2022

Implementation Year 3 CHW/FP Support Outline

This document is meant to describe proposed changes to the Community Health Worker (CHW) and Family Partner (FP) consultation and support provided through the Learning Community in Implementation Year 3. CHW/FP role focused support will be changing in three ways: 1) CHW/FP Core Skills and Booster Trainings concluded at the end of Implementation Year 2, however, can be convened as needed and by request of individual sites, 2) there will be structural changes made to case consultations, and 3) there will be an addition of a site-based support forum. Proposed changes were informed by interviews conducted with CHW/FPs at all four Cohort 2 community health centers (CHCs). Themes from these interviews have been summarized as part of a soon-to-be-released Cohort 2 CHW/FP Role Development Data Gathering Summary.

CHW/FP Core Skills and Booster Trainings

The core and booster training series was completed throughout Implementation Years 1 and 2. Materials and recordings are available on the member section of the TEAM UP website. Supplemental training can be available upon request of CHCs.

CHW/FP Case Consultations

Beginning in June of 2022, CHW/FPs will use a revised case presentation template to better assist presenters in organizing their presentation, and support narrative documentation (an area of needed support identified during the CHW/FP interviews). The template consists of a series of questions, with example responses, to help guide presenters to formulate their thoughts, assessments, and action plan(s). It will also serve as a reminder of important information to include and assist in identifying areas where presenters may wish to elicit input from the group.

Consultation structure will move from 1 presenter to 2 presenters per session. This shift will model a sustainable structure for CHW/FPs consultations that can be implemented more easily within each site. As work continues in this final Implementation Year, individual CHCs will be asked to develop a plan for ongoing CHW/FP consultation support, and may wish to consider including structured time in group supervision for case consultation. In Year 3, we will utilize a schedule of identified topics, supported by themes from the CHW/FPs interviews, that focus on workflows where CHW/FPs are most involved and align with content delivered in CHW/FP Core Skills and Booster Trainings. Planned topics will provide a more focused review of related processes and provide for richer discussion on how each site tackles similar issues. This shared learning environment will promote learning new ideas and approaches, which CHW/FPs can apply to their own work, and provide engaging discussions for all in attendance.

To assist in planning for their case presentation, CHW/FPs will be asked to schedule a brief meeting with the TEAM UP CHW Role Coordinator prior to the consultation. Support during this meeting may include, but is not limited to, case selection, ironing out the details, reviewing questions presenters may have for the group and, ideally, helping CHW/FPs to feel more comfortable and prepared presenting to the group.

CHW/FP Site-Based Support Sessions

In response to the needs identified during the CHW/FP interviews, in Year 3 we are proposing the addition of a monthly individual Site-Based Support meeting led by the CHW Role Coordinator, with the ability to scale back in frequency as needed. The Site-Based Support, in many aspects, is a continuation of the CHW/FP Case Consultations, on a smaller scale, to reinforce consolidation of learning within the context and environment of each unique site and move the CHW/FP role toward sustainability. These

sessions will provide space for individualized focus on the particular needs and interests of CHW/FPs at each health center. It is intended to further develop the CHW/FP role, specifically, within an integrated care team and support professional development of CHW/FPs in the field of behavioral health integration.

As an example, discussions could be focused on Early Intervention (EI) tracking at the site. In this forum, CHW/FPs could work with the CHW Role Coordinator to map out the existing process and identify areas for improvement, e.g., creating a spreadsheet to track new referrals, active patients, etc., or a system for following up with the EI provider and family. Other members of the group could have possible suggestions to assist in making the process more efficient, or the CHW Role Coordinator could have suggestions on how to improve CHW/FP methods, e.g., mailing out letters notifying families of the referral or sharing EI provider information once the referral to EI has been made. There is also the possibility of identifying larger-scale operational issues, for which the supervisor could be pulled in or the CHW Role Coordinator could bring to a PT Meeting or other forum for further discussion, e.g., considering changes to how EI referrals get to the CHW/FP.

The meeting content and discussions of these Site-Based Support meetings are intended to be flexible and responsive to each group's needs. Topics may include, but are not limited to, case reviews, core skills building, reinforcement of TEAM UP workflows, support for development of processes and systems for patient tracking and population health management, process mapping, and role-specific tasks within care team approach. Discussions will focus on the scope of work and care delivered by CHW/FPs. At a minimum, all CHW/FPs are asked to attend the Site-Based Support meetings; supervisors are also encouraged to attend.