

# NC AHEC Practice Support Team Leads Group

## Charter

### Purpose

The purpose of *the Practice Support Team Leads Group* is to facilitate communication and teamwork among and across AHEC Practice Support Teams. The Group provides feedback to the Program Office Practice Support (POPS) Team as the overall NC AHEC Practice Support Program develops, evolves, and rolls out new initiatives. The Group helps disseminate information from the POPS Team to regional teams, shares information across AHECs, and provides input on adoption of new opportunities.

The goal of *the Practice Support Team Leads Group* is to *enhance two-way communication between the POPS team and regional practice support teams so that the service line remains agile, responsive, and effective at supporting the needs of North Carolina's primary care practices and behavioral health providers.*

### Area

The *Practice Support Team Leads Group* will focus on the following areas: *Successful execution of current grants and contracts, review of new opportunities, and practice focused Quality Improvement including helping practices improve quality of care through Health Information Technology Adoption and Optimization, Workflow Redesign, Billing and Payment related to QI and Value, Quality Improvement Initiatives, Community Health Worker optimization, AMH Tier Support, AMH+/CMA Tier Support, and Medicaid Managed Care Issue Resolution.*

### Inclusion

The *Practice Support Team Leads Group* will include 9 representatives (one from each AHEC) and the POPS Team.

Each Team Lead will contribute to the overall guidance for the Practice Support Service Line.

### Members

Members are staff selected by their Regional AHEC to represent the *Practice Support Service Line*. Members are the designated Team Leads but can include senior practice support consultants designated by the Team Lead in his/her absence.

## Duties

The *Practice Support Team Leads Group* is charged to:

*Attend twice monthly Team Lead calls with the POPS team. If unable to attend, the Team Lead can select someone from their team to participate in the calls. In addition, he/she is expected to periodically check the Team Leads group email for updates and announcements, actively provide input on the direction of the service line and be a point of contact for the POPS team to communicate with regional teams.*

## Directional Guidance

The *Director of Practice Support* at the NC AHEC Program shall provide Directional Guidance. Responsibilities of this role, with support from *the POPS team*, includes:

- Prepares the Bi-Weekly Agenda and moderates the twice monthly phone calls.
- In conjunction with the POPS team and the entire service line, hold twice a year face to face meetings to promote sharing of information across regions, promote best practices, increase skills and knowledge, and plan for the future.
- Facilitates the identification, operations, and evaluation of necessary workgroups. Assures workgroups are efficiently completing assigned tasks and are staying on track. This activity may be delegated to members of the POPS team by the Director as needed.
- Manages progress towards the goals of the *Practice Support Service Line* through effective communication, outcomes tracking, and identification of new opportunities.
- Provides to the NC AHEC Program Office and AHEC Directors an annual report of the *Practice Support Service Line* activities and accomplishments.

## Member Responsibilities/Expectations

- All members are expected to participate in twice monthly Team Lead Calls, check Team Lead emails at least weekly, and foster communication between their teams and the POPS team.
- Members will share successes and failures, best practices, and ideas for future endeavors to advance the work of practice support in North Carolina.
- Members will use the practice support listserv, PB Works, CRM and other tools as needed to facilitate communication from the regions to POPS and POPS to regions.
- As an important point of contact, members are expected to attend at least 75% of meetings.
- In the event that a member cannot attend, the member can designate a replacement/representative.

## Accountability

Decisions will be made using a collaborative discussion format. When deciding whether to take on new initiatives, a majority voting system may be used. Ultimate accountability lies with the Director of Practice Support who will take into account the recommendations of the Team Leads Group.

The purpose, area, inclusion, membership, structure, duties and standard procedures outlined in this document shall be reviewed and updated every 2 years, under the guidance and direction of the *Director of Practice Support with input from the Team Leads*.

Authored by: Chris Weathington/Debbie Grammer

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