

Team-based Care and Flexible, Adaptable Leadership in the Time of COVID

Effective team-based care and leadership support is critical to helping your practice manage the unprecedented challenges of the COVID-19 pandemic. It is important that leadership, clinical, and office teams work together and communicate effectively to keep up-to-date with new information related to COVID-19, implement new protocols to ensure safety of patients and practice staff, and work closely with local and state public health departments to manage the COVID-19 response. The following menu of recommendations are designed to help you get started with developing a plan for effective team-based communication and leadership in your practice:

- Establish a pandemic recovery/surge team for your practices - assign team members with a mix of skills and responsibilities to serve on the team. Establish roles and responsibilities for each team member, roles may include:
 - ☑ Liaison to local/state health department (access to testing, access to epidemiologic updates and health advisories)
 - ☑ Liaison to your local/regional hospital system (access to testing, hospital capacity and capability)
 - ☑ Monitoring public health advisories
 - ☑ Monitoring and reporting suspected or confirmed COVID-19 cases to local public health department
 - ☑ Notifying health department of patients with COVID-19
- Establish regularly scheduled, transparent communication between the pandemic surge/recovery team and your clinical teams – mode will depend on the amount of overlap between teams (daily briefing, email update, voicemail, intranet post)
- Include updates from leadership and the pandemic surge/recovery team in daily huddles with clinical teams. Daily huddles may be used to:
 - ☑ Inform the team of evolving policy changes and relevant clinical updates,
 - ☑ Provide opportunity for reflection and feedback
 - ☑ Manage risk and safety concerns
 - ☑ Review upcoming schedule of patient visits
 - ☑ Take time to celebrate the team's flexibility and adaptability and acknowledge anxiety and uncertainty – this [JAMA article](#) provides insight on how to address your staff's anxiety in the time of COVID
- Engage your team in the design of new office policies and procedures (including back up staffing plans for illness/quarantine needs) and communicate new procedures with staff in advance of re-opening practice with request for ongoing feedback and ideas
- Update contact/emergency contact list for key staff members as well as key community partners (e.g., local and state health department, local hospitals, suppliers/vendors, payors, etc.)

Monitor the ongoing well-being of the pandemic surge/recovery team and clinical teams and adjust responsibilities and provide well-being resources as needed. Visit the Clinician Wellbeing section of [ACP's COVID-19 Physician's Guide](#) for a menu of free resources.