

(gentle music)

Lindsey: Hello, I'm Lindsey.

David: And I'm David.

Lindsey: And today, we're Modeling To Learn
how to align our team vision.

David: Throughout Modeling To Learn,
we will start each session
in our learning see guide at mtl.how.

Lindsey: Alright, I'm going to show it on screen.
So, you can open up any browser window
and type in mtl.how,
and we're going to find the session one guide for today,
so everyone can follow along.
So session one...
and,

David: Almost got it.

Lindsey: Almost got it, here we go.

David: Okay.

Lindsey: Today,
we're Modeling To Learn how to align team vision.

David: So we'll review what was done prior to the session
and we will do the in-session
as well as the specific MTL resources that we'll be using.

Lindsey: So basically, you can see in
the Done and Do Table that if this were live session,
you would have logged into Adobe Connect with your team
and because you're working directly
with (mumbles)
the SIM or the data or any resources,
anything you need will be listed here
in the Done and Do Table.
And so for session one, today the thing to know is
if you ever get lost,
and you don't know where to go,

David: Just go to mtl.how.
That is basically your home base
for all the tools and resources that you'll need
while using the Modeling To Learn program.
And so, if you ever forget a link to advance
or anything, just go right to mtl.how.

Lindsey: Alright.
So as you can see here on the screen,
the Do says, "We will begin Modeling To Learn
to select a team vision."

David: Okay, so, let's get started.
By the end of the session,
you will be able to describe your own vision
for what you would like your team to get
from Modeling To Learn.

Lindsey: Alright, that's learning objective number one.
As you can see on your screen,
you can also test out your thinking
with your team about what your shared vision is.
So, in other words, what would be your dream team
for six months from now when you're done
with Modeling To Learn.

David: And the third learning objective
is to identify a shared team vision
for learning from Modeling To Learn.

Lindsey: Let's get started.
So, we all learn best, David,
when we seek to accomplish things that matter to us.
And today, we will clarify what we are
trying to accomplish together with Modeling To Learn.
And the goal is to identify something you can commit to
because it reflects a key part of your vision
for care in your team.

David: Identifying a shared purpose
can be deeply motivating.
We want to identify a shared purpose about
what we are trying to achieve as
a team participating in Modeling To Learn.
The team learning goal provides the focus
and energy for committing to learning together over time.
We have limited times, so we want to identify
what is most central to the team learning goals
and connect this to the daily team cares delivery.

Lindsey: So, team learning is all about
getting people to work in sync with one another
and to meet the needs of patients
in a better, coordinated way.
So, Modeling To Learn will help us do things
like learn what is now,
how things are going in the team,
including retrospective data,
as well as how we would like it to be
in the future in terms of our quality of work life
and the quality of care for our Veteran patients.

David: The goal is to move from my vision
to our vision and to shift the paradigm
towards how things could be done
with shared decision making.
Together, the clinic team lead
and the facilitation team will explore the question:
"What can be done better?"

and do so in a way that reflects common team aspirations.

Lindsey: So, we're not going to skip your own personal goals, we're actually just going to work on bringing it into alignment with those you work with. And so first, we want to set some ground rules for learning from our sessions. So, think of a good learning experience in your team. I mean one that just happened naturally. So, it can be a meeting, it can be an informal exchange with a colleague, it can be when you learn a new clinic procedure, or when someone unlocked a mystery of CPRS for you. Try to think of a time when you actually had a genuine "Ah-ha!" moment and something finally made sense to you or you could finally do something that you couldn't before.

David: And what we'd like you to do now is jot down on a scratch paper what it was that made it a good learning experience. What were the characteristics of that experience? Compile a list.

Lindsey: Alright, so do you think that they paused it?

David: I hoped they paused it, at least for a moment.

Lindsey: (laughs) Okay, so, think about it, pause now if you didn't. Okay. Most likely, the following things are true and I'm going to scroll up on screen so you can see this in the session one learning guide. Most likely, the learning was hands on and experiential.

David: And it was learning that was connected to the real world.

Lindsey: The learning experience was probably personally relevant, interesting, useful, meaningful to you.

David: The learner had choices, shared authority, control, and responsibility.

Lindsey: You probably learned from others and were able to maybe teach someone else on the team a few things, too.

David: The learner had the opportunity that he or she needed.

Lindsey: And usually learning is most effective when there's some individualization

and it's tailored to you.
So, if there's an opportunity to meet a standard
that the VA has you can meet them
and learn how to do it effectively in your own way.

David: And it was probably fun or left
the learner with some sort of good feeling.

Lindsey: And, hopefully, it even helped
you understand yourself and your work better.

David: And finally, it probably allowed the learner
to experience success and accomplishment
in challenging work.

Lindsey: So now, let's imagine our best case scenario.
It's important to create a team language for learning
and for aligning decisions
because down the road a piece in this program, David,
when teams really start making decisions,
the team vision can be the way to actually
come to consensus and find a way forward.

David: So start by picturing
Veteran Mental Healthcare in this team
as you experience it now.
The interactions and communications within the team,
in and out of team meetings,
the key people you rely on outside of the team,
the information and the data
that you use to coordinate care plans,
and the feelings associated with it.

Lindsey: (sighs) Okay, so, deep breathe.
Including the feelings that they associate with it, huh?
Alright, so, I'd like everybody to try to picture team
learning over the next six months in a best case scenario.
Picture things in your team where
everything is happening the way
you ideally like them to be
for you, your colleagues,
and the Veterans that you're serving.
This is your dream team situation.

David: So, think about personal vision.
What is team communication like?

Lindsey: So this is the part I was saying.
We're not leap frog your own individual vision,
as you can see on the screen,
picture how you would really like
to be communicating with each other.
How would you like the team relate to one another?

David: And how is VA data being used?

Lindsey: That's a big one. Right?

We're swimming in data in VA;
so, how is VA data used
and how are decisions, changes,
and new plans made in the teams?

David: And then, reflecting as a team
on those individual visions, ask questions such as:
What stands out for you?

Lindsey: So, if we're going to fast,
and you're watching this video,
you can always pause it and think it through
and refer to your learner guide,
where everything is listed here.
So, what you want to be thinking about
with your team is, what stands out to all of us?
Why did we choose these things?

David: Yes.
What makes them so relevant and important to us?

Lindsey: Think through,
given your limited time and resources,
whether you can address them all.

David: And if not, which ones would you like
to address or align around, and why?

Lindsey: And putting it all together
the overall Modeling To Learn objectives
include a variety activities
and confidences that are meaningful for you
and are designed to align your goals with your team.

David: And develop system thinking skills.
Very key term.

Lindsey: Very important!
Yes.

David: And help you see how several things fit together
and understand how causes that are had to see
without data and modeling resources
become more visible.

Lindsey: And for most front line teams,
something that's very important is we aim to
make VA data and standards transparent to you.
So that you're no longer wondering about
different initiatives going on in VA Mental Healthcare.

David: And finally, we are looking to basically
empower you to realize ongoing improvements
in team quality of care and team quality of work life.

Lindsey: And that's something that
we learn from all of our earlier work

that's incredibly important.
You can't separate quality of work life
for our providers from the quality of care
that they're able to provide to our patients.
Alright, so, to wrap up, the goal is
to hone in on a team vision.
And I think it's helpful for people sometimes
to get some examples of ones that people have used
in the past.
So, sometimes it can be something that happened locally
in California.
A team vision of strength in numbers,
which was a reference to our local Golden State Warriors.
Another one was R.E.S.P.E.C.T.:
Really Effective Streamlining Patients
Effective Clinical Treatment.
Right?
And that may sound silly,
but as the team got to the point where they
were laughing and clarified what they
were trying to get out of the program,
and that become a touch stone
that we could go back to over and over again
as the team vision why they were doing Modeling To Learn.

David: And once you feel you've achieved writing
or articulating your team vision,
then, you can further wordsmith it if you want
as we move forward in Modeling To Learn.

Lindsey: Alright, so that's it
for Modeling To Learn session one:
How to align our team vision.
So, next is our Done and Do review.

Lindsey: Alright, I brought in Jane
to help us with our session one Done Do review.

Jane: Hey! So, in session one,
we selected a team vision to orient our learning
throughout the Modeling To Learn program
and we're going to hold this vision up
as a reminder of our shared goals
to orient our learning throughout MTL.

Lindsey: So now, between sessions during the week,
what we'd like you to do is to select a team lead
and email TeamPSD to set up a standing team meeting time.

Jane: So, we're going to help the team decide on
a team lead and a standing meeting time over
the next week or two.
The role of the team lead is to...

Lindsey: Be the main point of contact between
the team and the Modeling To Learn facilitators.

Jane: Help with scheduling MTL related team meetings.

Lindsey: And to become familiar with the Modeling To Learn resources, including helping team members to troubleshoot. So, that'll be mainly things like going to mtl.how/live for Adobe Connect and for screen sharing during the meetings, going to mtl.how/data which we're going to cover next in session two, and also, as we move onto the SIMulations, going to mtl.how/SIM. So, where do you go if you're lost and you need help?

Jane: If you're lost and you need help, you go to mtl.how.

Lindsey: Alright. So, it's also really important for the team lead to be able to provide leadership during a session. So, that includes encouraging your team members participation and attendance and also serving as somebody whose willing to drive the SIMulation and show your team how things are done.

Jane: Ideal characteristics of the team lead include: having strong relationships with your fellow clinic team members,

Lindsey: being organized,

Jane: having basic computer knowledge,

Lindsey: having attention to detail, and a commitment to quality improvement and the use of data to improve the quality of care for your Veterans.

Jane: Some considerations for choosing a standing meeting time are whether the team works at a central location or is geographically dispersed.

Lindsey: And a real goal that we have is for this to not to just be one more thing that's added on but rather for you to be able to swap it out for something else. Hopefully, and upgrade or something that's actually much more helpful to you than maybe what you would've done. So, based on your clinic schedules and availability, we're hoping folks can just give us two team meetings a month to focus on Modeling To Learn.

Jane: So, all the team members are going to receive a post-session email the week after each session from the Modeling To Learn staff

and that will have Done and Do reminders
and links to the necessary resources.
And you'll also receive another pre-session email
during the week of the upcoming session.

Lindsey: So, those should always have exactly
what you need in order to get to the session,
log in on time and know what we're going to do
and so until next time, thank you for Modeling To Learn.

(gentle music)