

Clinic Implementation Team Lead Role Description

The Clinic Implementation Team Lead facilitates implementation and leads the Clinic Implementation Team (CIT). The CIT is created when a medical practice is planning to implement Collaborative Care (CoCM), a behavioral health integration strategy. This document outlines the CIT Lead's key responsibilities, as well as the personal and professional characteristics that are most desirable in the role. The CIT Lead does not currently need to be in a leadership role but must be willing and supported by clinic leadership to make this commitment. The role is most demanding at the outset of CoCM implementation. As the practice implements and institutionalizes the workflow and team functioning required to make this significant practice change the role should require less time.

Key Responsibilities

- Bring together key clinic team members that will be needed to make this systemic change, and designate the PCP Champion
- Facilitate regular meetings of the CIT during planning and implementation, as well as sustainment phases
- Facilitate the CIT in developing a Shared Vision and creating a metrics dashboard to measure progress on quality goals
- Attend required AIMS Center training, both online and in-person
- Commit to learning the principles of CoCM and help educate their colleagues with fidelity and enthusiasm
- Assist in hiring CoCM team members
- Communicate practice change expectations to clinic staff and support them in overcoming challenges or formulating constructive alternatives
- Monitor ongoing implementation of CoCM and facilitate quality improvement
- Facilitate data collection for ongoing assessment of quality goals, and help share this data with senior leadership

Key Characteristics

- Demonstrates leadership skills and engenders the respect of their peers and other key clinical staff
- Models team communication that values all members of the team equally
- Understands the care quality goals of the practice and articulates how CoCM contributes toward achieving them
- Understands change management principles and seeks to implement best practices with their PCP colleagues