



HealthTeamWorks®

Health. Equity. Resilience.



Annual Report 2022

Letter from our CEO



As I ponder the enormity of our vision for **health, equity, and resilience** in the world, it's easy to be intimidated. Visions are supposed to be aspirational; they should inspire us. We, collectively, have a formidable task ahead of us.

“

Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world.

-Desmond Tutu

”

Since our strategic refresh in 2020, much has happened to challenge this vision. Though lived experiences varied by individual and community, no one escaped the impact of a pandemic, of social unrest, and of its inevitable impact on health.

In 2022, while we worked alongside others in pursuit of this vision, we didn't overlook our own need as an organization to remain resilient and to build equity into all that we do. We are unequivocally devoted to the pursuit of this vision. We can see it!

Desmond Tutu encouraged us all to 'Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world.' This complex and adaptive work requires unrelenting energy. We rarely experience immediate reward. Progress is the name of the game, and we are here for it!

HealthTeamWorks thrives on being a catalyst while maintaining a position of curiosity – continuously teaching, learning, challenging, and positively disrupting systems that aren't working or stand in the way of whole person health. We spend valuable time collaborating with multiple and diverse stakeholders, thought leaders, strategic partners, and clients. With all of you, we are committed to doing little bits of good and overwhelming the world.

Acknowledging health is influenced by, but is not the product of clinical impact alone, we actively pursue a broadening ecosystem of community-clinical linkages, equitable and culturally responsive care, and an ever-increasing need for integrated and destigmatized access to behavioral health.

The following pages contain a glimpse of 2022. Simultaneously reflecting and looking ahead, it is undoubtedly an exciting time here at HealthTeamWorks. Knowing we're stronger together, we are grateful to be teaming with you toward health, equity, and resilience.

Kristi Bohling-DaMetz
CEO, HealthTeamWorks



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Vision & Mission



Vision

Health. Equity. Resilience.

Mission

Collaboratively transform healthcare through performance improvement, organization development & training resulting in a strengthened community & culturally responsive high-quality care.

Values

Commitment to Learning.
Continuous Improvement.
Adaptive.
Collaborative.
Mindfulness.





Essentials of HealthTeamWorks

We started as the Colorado Clinical Guidelines Collaborative in 1996, developing clinical guidelines still widely used today.

In 2011, we became HealthTeamWorks, recognizing guidelines are only as good as the systems used to put them into action.

The work we do falls under 3 core pillars: Performance Improvement, Organization Development, and Training.

HealthTeamWorks is a 501(c)(3) non-profit organization dedicated to our purpose of solving complex health problems.

Our healthcare engagements range from 1:1 with practices and teams all the way to systems-level support on the national level.

Since our inception, we have worked in more than 30 states and the United Kingdom.



Meet Our Core Team

At HealthTeamWorks, we are comprised of a core team along with a group of experienced contractors and consultants in the field.



Kristi Bohling-DaMetz
Chief Executive Officer



Cecilia Saffold
Chief Operating Officer



Cynthia Molina
Director, Organizational Excellence



Angela Schindler-Berg
Facilitator,
Midwest Lead



Diane Cardwell
Senior Facilitator



Katie Ebinger
Facilitator

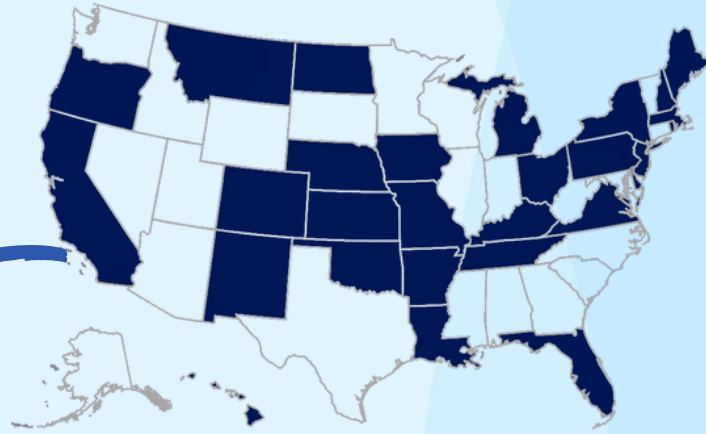


Hanna Moffett
Project Manager



2022 Impact

Our work spanned 28 states in 2022.



Practices Impacted



3,020

Practices Engaged in Transformation



167

Patient Lives Touched



626,250*

**Based on an average of 2.5 providers per transformation practice and an average panel of 1,500 patients*

Desired Impacts



Increase successful participation in Alternative Payment Models



Improve access to advanced primary care



Bridge clinical, public health, & communities to seamlessly meet whole-person care needs



Foster resilience in health-related organizations



Advance workforce readiness



Expand culturally responsive whole-person care



Strategic Framework

At HealthTeamWorks, our team is driven by a strategic framework built upon **3 key focus areas** aimed at advancing health, equity, and resilience. At the foundation of these focus areas is our commitment to center health equity and actionable data insights.



Increase Successful Alternative Payment Model Participation

- Provide thought leadership & solutions in alternative payment design & alignment & collaborate on advocacy.
- Support operational infrastructure for accountable primary care in the shift to value-based care.
- Partner to inform revenue & expense models.



Foster Resilience in Primary Care

- Expand the evidence base for resilient primary care.
- Advance workforce readiness highlighting pipeline, adaptability, burnout & compassion fatigue.
- Promote culturally-responsive care via allyship training & health equity learning and action communities.



Bridge Clinical, Public Health, and Communities

- Building the case for creating communities where health flourishes.
- Collaborative model design.
- Activating primary care through population health, whole-person care & mental health & substance use.

Health Equity - Data & Health Information Technology



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2022 Highlights

Curious what our strategic framework looks like in action? Here are a few highlights of the work our team engaged in throughout 2022 to advance health, equity and resilience.



Peer-to-Peer Learning

Promoting peer-to-peer learning among practices, systems, and other stakeholders involved in alternative payment models, integrated behavioral health, health equity, and community-clinical linkages by:

- Networking and convening peer organizations and fostering an environment of collaboration.
- Identifying and disseminating learnings through a variety of methodologies.

Health Equity

Providing training, technical assistance, and coaching to organizations & individuals aimed at advancing health equity.

- Conducted 23 trainings using HealthTeamWorks' equity & allyship curriculum for more than 175 health-related professionals.
- Created 5 new online training modules.
- Coached 3 action community teams representing 126 practices as they implement health equity projects.



"The DEI training was so informative and eye opening. I really feel the instructor did an amazing job making all the information work together in a way that was understandable and relatable."

Equity training participant

"HTW has demonstrated to us team talent in development of projects, creative ability built around inclusion, engagement and activation, and leadership that invites a deeper conversation and participant honesty around sensitive topics such as individual and systemic racism and the stigma associated with gender equality."

William Appelgate CEO, ICCG



HealthTeamWorks' was passionate and driven in ensuring their contributions aligned with the organization's needs and priorities throughout the progression of the project.

Amber Quartier, Quality Outcomes Program Coordinator, Centura Health

"I would say that much of my success over the years can be attributed to my association with HealthTeamWorks ... This not only helped us provide better care for our patients, but also improved office revenue to keep our practice viable...Through HealthTeamWorks coaching and resources, we have become a high-functioning primary care office and continue to be successful."

Mark Hinman, MD, Longmont, CO



Leading Model Design

Leading a Collaborative Community Response Model Activity Team to develop a framework for complex adaptative systems, reflective of what's working and informed by unique community needs and individual lived experiences. Together, we lend insight into a living model that is multi-modal and cross-sector, reduces fragmentation, increases connection to community, and promotes thriving.

Care Management Infrastructure

Implementing a Care Management Program in a multi-site primary care network. Highlights of this work include:

- Transitioning RN roles from a general support to a Care Management role focusing on patient populations with complex health problems.
- Developing a 2-step risk stratification process to identify patient populations with complex health problems.





Behavioral Health

Assisting mental health programs & providers establish evidence-based programs across Nebraska, Kansas, Iowa, & Missouri. This included:

- Clinical staff training for 360 professionals & 17 Certified Community Behavioral Health Centers.
- A 9-part webinar series to nearly 320 attendees on family peer support.

Culturally-Responsive Care

Partnering to pilot Cross-Systems Care Integration (CSCI) which increases access to culturally-competent resources to empower persons living with intellectual and developmental disabilities. CSCI fosters stronger relationships with clinicians, natural supports, and community resources.



New Resources in 2022

Throughout 2022, we provided a variety of **new free resources** to support high-quality, culturally-responsive care:

Our team has also developed a number of key resources and tools as part of our work with teams and organizations:

A New Monthly Podcast

Bi-Monthly Learning & Sharing Events

Interactive Change Package

A Growing Solutions Center

- Playbooks
- Data Alignment/ROI Tools
- Workflows
- Driver Diagrams
- Process Maps
- Logic Models
- Standards of Work
- Change Package



How We Do What We Do

Facilitation makes complex processes easy, or easier at least. HealthTeamWorks brings together project managers, trainers, and facilitators to collaborate with our clients to enhance the health, equity, and resilience of their communities, organizations, staff, and those accessing care. How exactly does HealthTeamWorks help clients achieve goals in the face of staff turnover, burnout and compassion fatigue, productivity-based contracts, limited funding to meet health-related social needs, and an undefined course to health equity?



"Practices often don't know where to start. Especially independent practices that often lack the time, resources and support needed to incorporate data for actionable results. We can help do this."

- Angie Schindler-Berg,
Facilitator, Midwest Lead

Meeting Clients Where They Are

We personalize our approach based on client organization needs. Our support is not a boxed product because one size does not fit all in the provision of person-centered high-quality care. We go slow to go fast by finding out the "why" behind what each team member does. Facilitators focus on rapport building, open communications, fostering trust, and meeting people where they are in transformation based on team strengths and aims. We recognize that the teams we serve are inundated with system and legislative changes, contractual expectations, initiatives, benchmarks, and requirements. That's why we focus on the alignment and integration of their many competing priorities. Then we recommend tailored transformation steps and adapt our support to be on-site, virtual, hybrid, or just-in-time.

How We Do What We Do

Core Team Experience

Our team's cumulative experience in clinical care, behavioral health, social justice, and public health positions us to comprehend success factors that are unique to communities, patient populations, and clinics. Our facilitators offer specialized coaching on quality improvement, health equity, population health and care management, team-based care, patient engagement techniques like motivational interviewing and Shared Decision Making, patient advisory councils, trauma-informed care, and making torrents of available data accessible and actionable to enhance care delivery.



"Working with a facilitator provides a neutral party to help navigate the process, teach tools, guide difficult conversations, and provide accountability.

Practice Transformation is a form of "self-care" for the practice. It's like putting on the oxygen mask first, before helping others."

- Cynthia Molina,
Director of Organizational Excellence

Proven Techniques and Tools

Beyond the strength of our facilitators, HealthTeamWorks' Interactive Change Package (ICP) captures more than twenty-five years of organizational knowledge gained while guiding thousands of healthcare organizations to improve their work and optimize patients' experience of care. This living guide presents key aims with tested primary and secondary drivers of success alongside hundreds of vetted change tactics. It serves as the bedrock for our model design and implementation planning. We pair the ICP change tactics with our tools, event recordings, and guides in HealthTeamWorks Solutions Center Resource Library.





Looking to the Future...

Wondering what HealthTeamWorks will be up to in 2023? There are many exciting opportunities on the horizon, and below are just four of many efforts we are looking forward to in the new year.

1

Planned Parenthood of Greater Ohio

HealthTeamWorks will provide transformation consultation & support to Planned Parenthood of Greater Ohio as they work towards achieving NCQA Patient-Centered Specialty Practice recognition for gender-affirming and reproductive health care.

2

New Mexico Department of Health

Our partnership will continue with New Mexico's Breast and Cervical Cancer Early Detection Program. We will provide technical assistance to health systems implementing evidence-based interventions to increase breast and cervical cancer screening rates.

3

Expanding Health Equity Reach & Offerings

In 2023, our team will be growing our equity efforts, engaging in coaching, strategic alignment, staff and board of director training, and much more. Be on the lookout for new modules from us on advancing equity & promoting diversity & belonging.

4

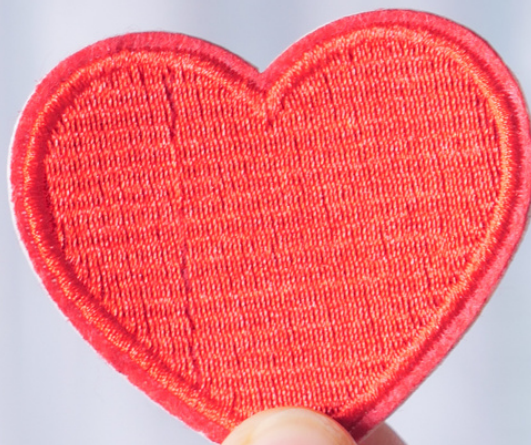
Community Health Worker Training

HealthTeamWorks will be completing the development of multiple courses for an asynchronous Community Health Worker training. These courses range from Care Management to Cultural Humility.



Give a Gift to HealthTeamWorks!

Our work would not be possible without the support of our amazing network, and we want to thank all of those who have donated their time, money, and expertise. And as 2022 comes to a close, consider giving to HealthTeamWorks so we can continue to seize the opportunities of 2023 and move the needle further in the direction of health, equity, and resilience.



Donate Today!

HealthTeamWorks is registered and accepts donations through [Colorado Gives 365](#). Any little bit helps us continue all of the work we've done into 2023!



Give When You Shop

You can also find us on AmazonSmile. [Sign up](#) and Amazon will donate 0.5% of the price of every purchase to us every time you shop – at no extra cost to you.



**HealthTeamWorks received the Platinum Seal of Transparency, the highest level of recognition offered by GuideStar.*

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