



Presenter	Topic	Time
Sue and Lynn	Welcome and Introduction to History and Background of TBC	5 minutes
Sue	• Overview of CCM, PCMH, TBC	10 Minutes
Sue	• Activity: Team Roles and Responsibilities	10 Minutes
Sue	• Engagement the Patient as Part of the Team	10 minutes
Sue	• Activity: Elevator Speech	5 minutes
<i>Break</i>		<i>5 Minutes</i>
	Tools to Promote TBC	
Lynn	• Huddles, Meetings, Effective Communication	10 minutes
Lynn	• Communication Tools: SBAR	10 minutes
Lynn	• Activity: SBAR	5 minutes
Lynn	• Other Communication Tools to ensure clarity	10 minutes
Lynn	Establishing our “Why” to create a pathway to the what	5 minutes
Sue	Next Steps	5 Minutes