

Tip Sheet: Task-Sharing

Strategies

Build a culture of task-sharing

- Develop trust between team members otherwise there will be limited task-sharing.
- Allow team members to work to their strengths. Identify and appreciate the expertise everyone on the team brings.
- Don't overburden anyone on the team with too many tasks.
- Regularly review task-sharing and change what is not working well.

Identify and clarify roles and tasks around depression care

- Develop a workflow or checklist to outline different roles and tasks.
- Designate a team leader to coordinate task-sharing.
- Educate the team on each others' roles as well as how their roles and tasks are connected.
- Ensure that team members have access to relevant information to complete their tasks.
- Monitor shared goals and objectives.

Provide opportunities for communication

- Hold regular check-in meetings to discuss patient care with cross-site care managers and primary care physicians.
- Increase informal communication to allow team members to build rapport with one another thus making them more open to sharing tasks.
- Allow for communication through multiple channels such as email, internal messaging, EHR, or phone.
- Encourage communication among all team members regardless of their role or position.

How can organizations task-share to implement evidence-based depression care? What are the strategies for task-sharing?



Ideas for Practice

Use regular team meetings to improve task-sharing.

Use complex patient cases to improve task-sharing.