





D P C
SUMMIT

HIRE FOR HEART, TRAIN FOR SKILL: Crafting a Patient-Centered DPC Team

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- ▶ Navigate to <https://aafp1.cnf.io/> and tap the session titled "Hire for Heart, Train for Skill: Crafting a Patient-Centered DPC Team"
- ▶ OR just point your phone's camera at the QR code to join directly



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Learning Objectives

1. Identify recruitment strategies for selecting staff and clinicians who align with the mission, values, and care model of a Direct Primary Care (DPC) practice.
2. Develop structured onboarding and training approaches that support team integration, role clarity, and delivery of high-quality patient care in a DPC setting.
3. Apply best practices for cultivating a positive clinic culture that supports staff retention, collaboration, and continuous improvement.



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Leader

- Is a Person
- Who Creates
- An Environment
 - In which One or More individuals are Moved in a Coordinated manner toward the accomplishment of a goal



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Team

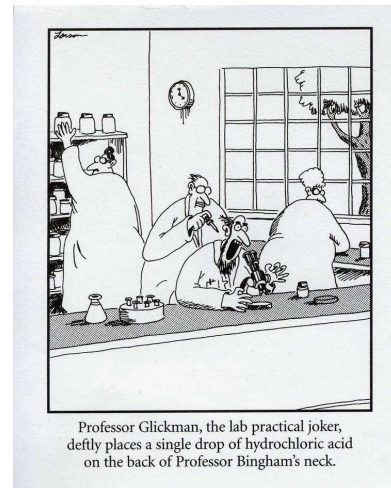
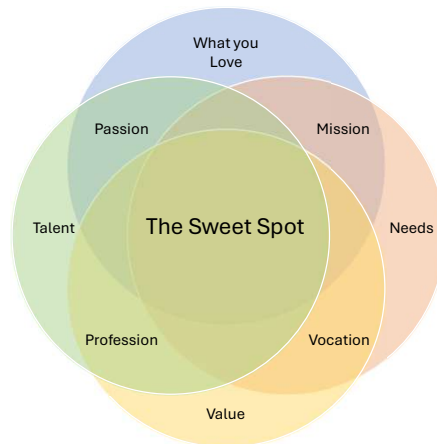
- *"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results."* **Andrew Carnegie**
- *"Individual commitment to a group effort—that is what makes a team work, a company work, a society work, a civilization work."* **Vince Lombardi**



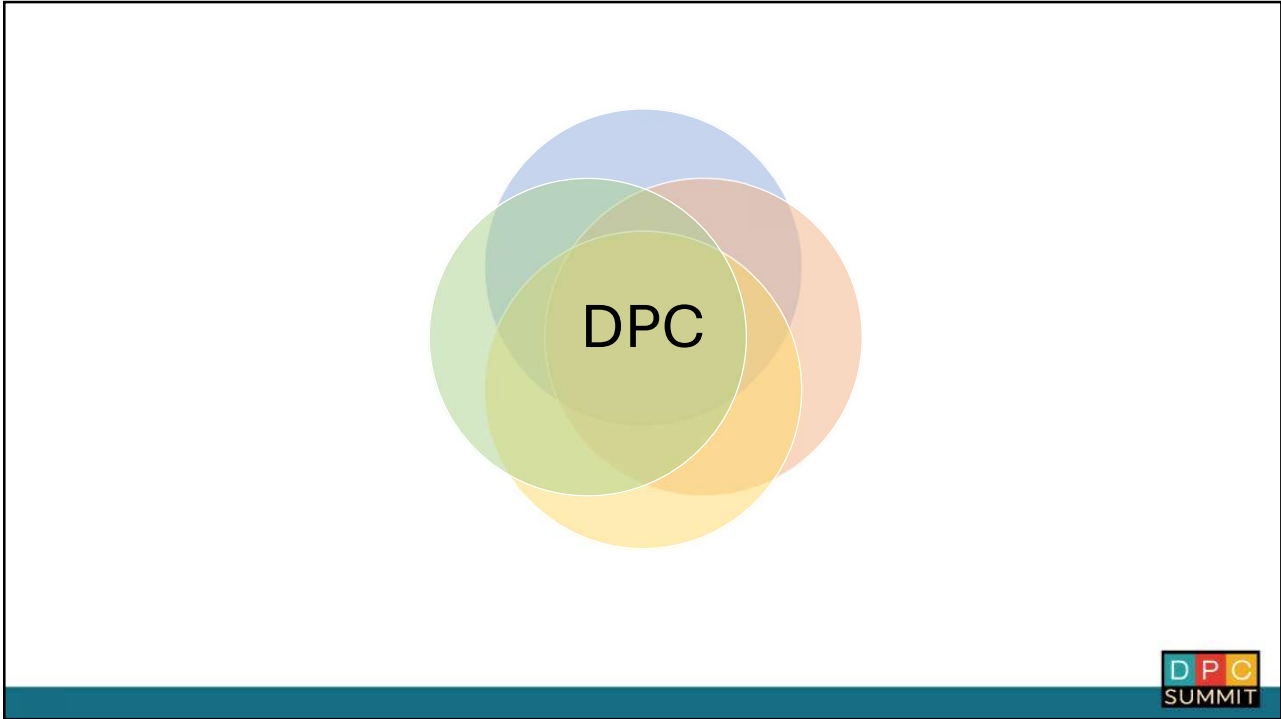
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Hiring

When
Why
Who
How



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Firing

When
Why
Who
How

"You're fired, Jack. The lab results just came back, and you tested positive for Coke."



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Live Content Slide

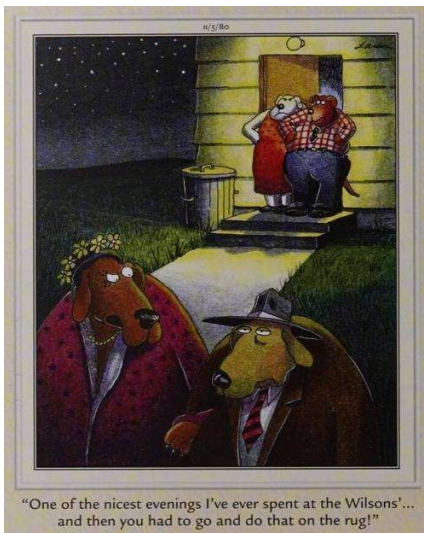
When playing as a slideshow, this slide will display live content

Social Q&A for Hire for Heart, Train for Skill: Crafting a Patient-Centered DPC Team



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QUESTIONS?



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