



# Team Based Care Overview



# Team Based Care

Provision of health services by a health care team who work collaboratively with patients and caregivers to accomplish shared goals across settings to achieve coordinated, high-quality care.



# THE PAST

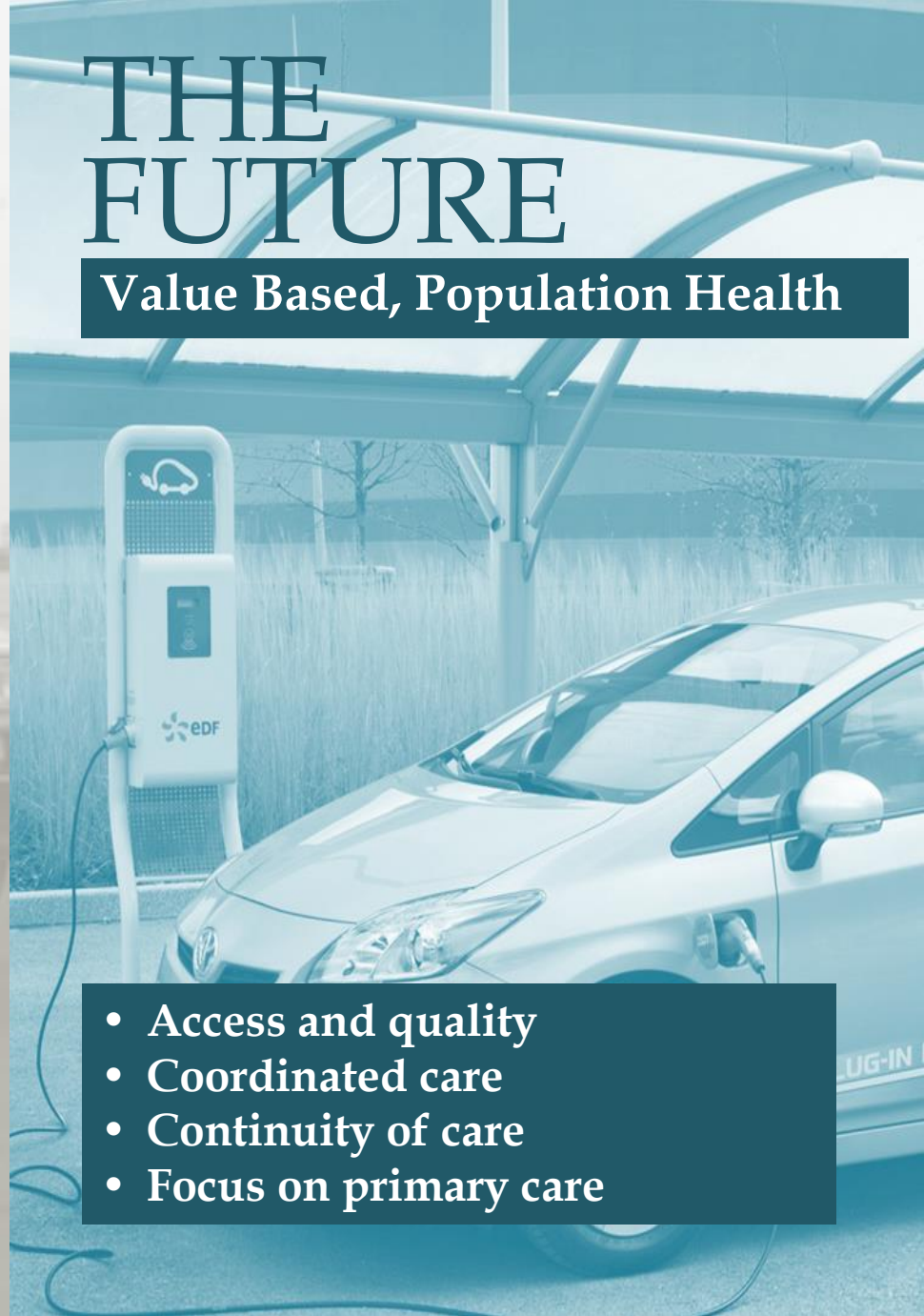
Volume Based, Fee for Service



- Focus on specialty care and technology
- Fragmented Care
- Primary care is forgotten

# THE FUTURE

Value Based, Population Health

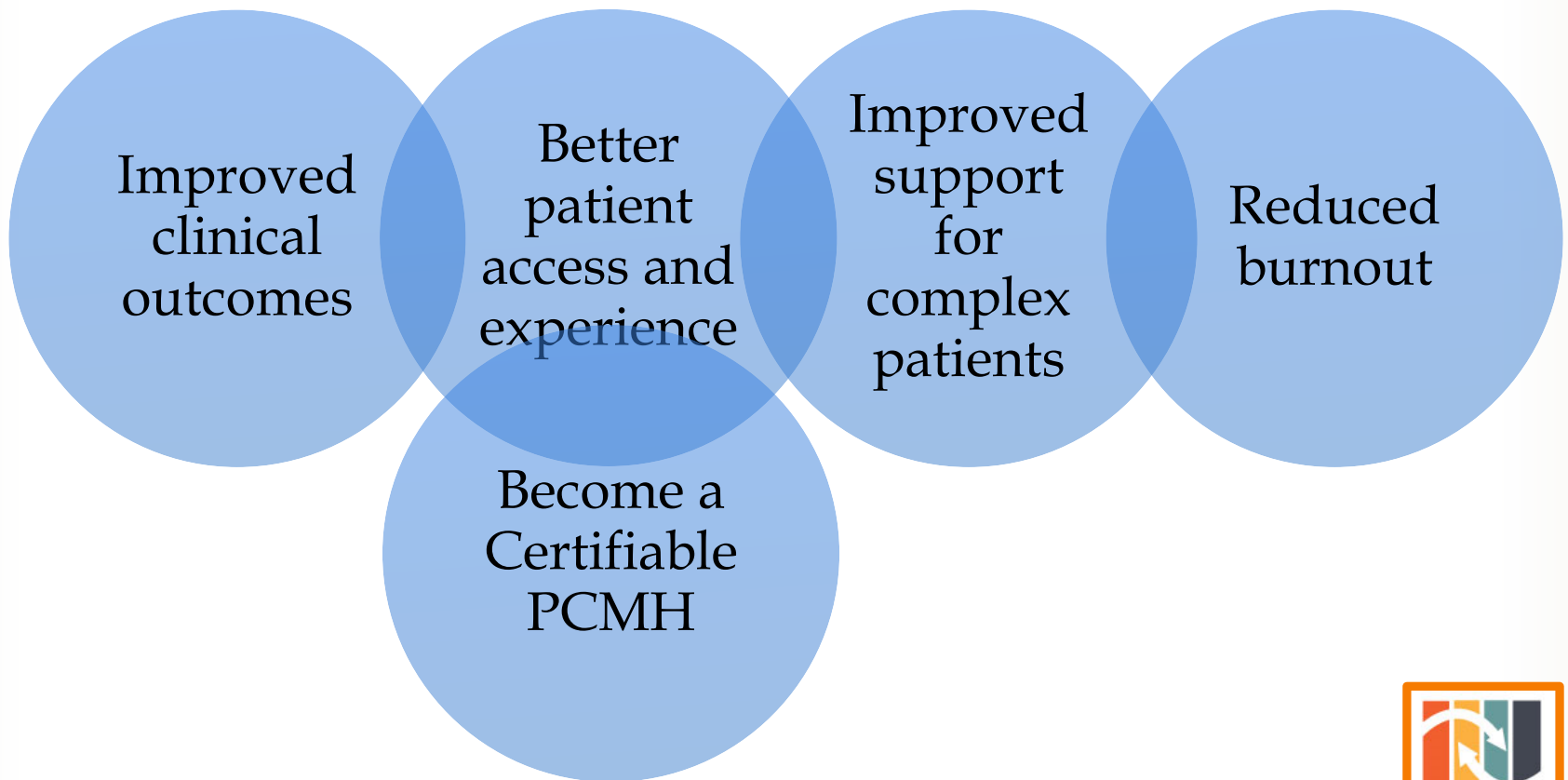


- Access and quality
- Coordinated care
- Continuity of care
- Focus on primary care

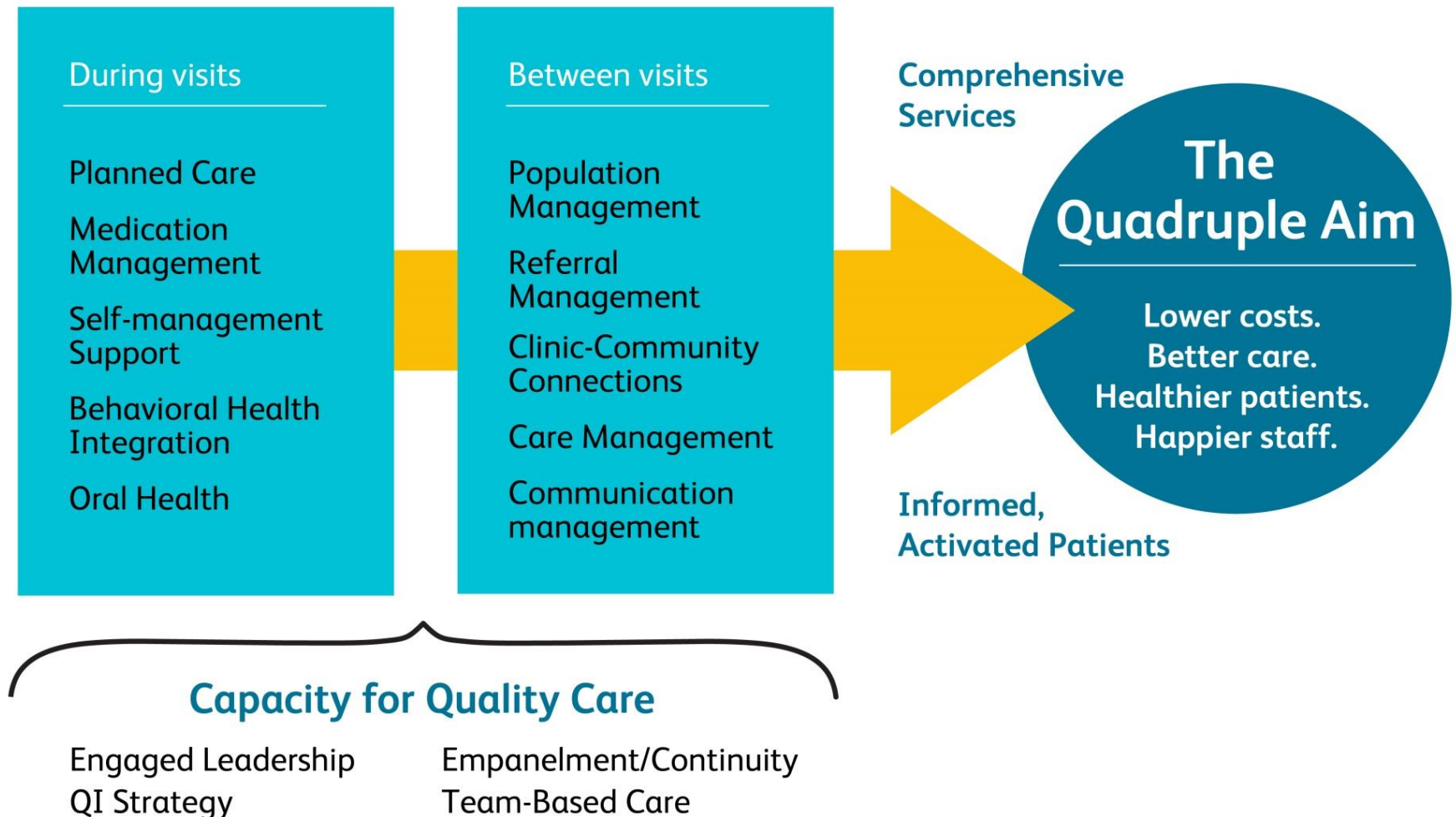
# A NEW APPROACH TEAM-BASED MEDICINE

TRADITIONAL	NEW
	
Autonomous Physician Practices	Team based multi-disciplinary approach
Physician as sole source of knowledge	Physician is part of a team with patient participation
Single Point of Care Platform	Multiple Points of Care Platform
Quantity	Quality
Episodic Care	Continuity of care

# Why Primary Care Teams?



# The Key Functions Of Excellent Primary Care





# Where Do You Start?

## Foundational Blocks:

- ∞ Leadership
- ∞ Data Driven Quality Improvement Strategy
- ∞ Clearly Define Your Teams
- ∞ Empanelment



# Identify Leadership & Start Building Team Culture


- ❧ Continuous support from formal and informal leaders for team-based care and the changes proposed
- ❧ Dedicated resources
- ❧ Locate team members in close proximity
- ❧ Encourage daily meetings to organize the work and solve problems together
- ❧ Encouraging all members of the team to have a voice





# Develop a QI Strategy

- ❧ Choose and use a formal methodology for quality improvement (QI)
- ❧ Establish and monitor metrics to evaluate improvement efforts and outcomes
- ❧ Ensure that patients, families, providers, and care team members are involved in QI activities
- ❧ Optimize use of health information technology to improve individual and population health outcomes

 **PDCA WORKSHEET**

Team Name:	Date of test:	Test Completion Date:
Overall team/project aim:		
What is the objective of the test?		

**PLAN:**  
Briefly describe the test:  
What have we learned from previous related PDAs? Summarize briefly:  
How well you know that the change is an improvement?  
What do you predict will happen?

**DO:** Test the changes.  
Was the cycle carried out as planned? Yes No  
Record data and observations:  
What did you observe that was not part of our plan?

**STUDY:**  
Did the results match your predictions? Yes No  
Compare the result of your test to your previous performance:  
What did you learn?

**PLAN:**

List the tasks necessary to complete this test (detail)	Person responsible (initials)	When	Where
1.			
2.			
3.			
4.			
5.			
6.			

Plan for collection of data:

**ACT:** Decide to Adopt, Adapt, or Abandon.  
☐ **Adopt:** Improve the change and continue testing plan. Plan changes for next test.  
☐ **Adapt:** Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability.  
☐ **Abandon:** Discard this change idea and try a different one.



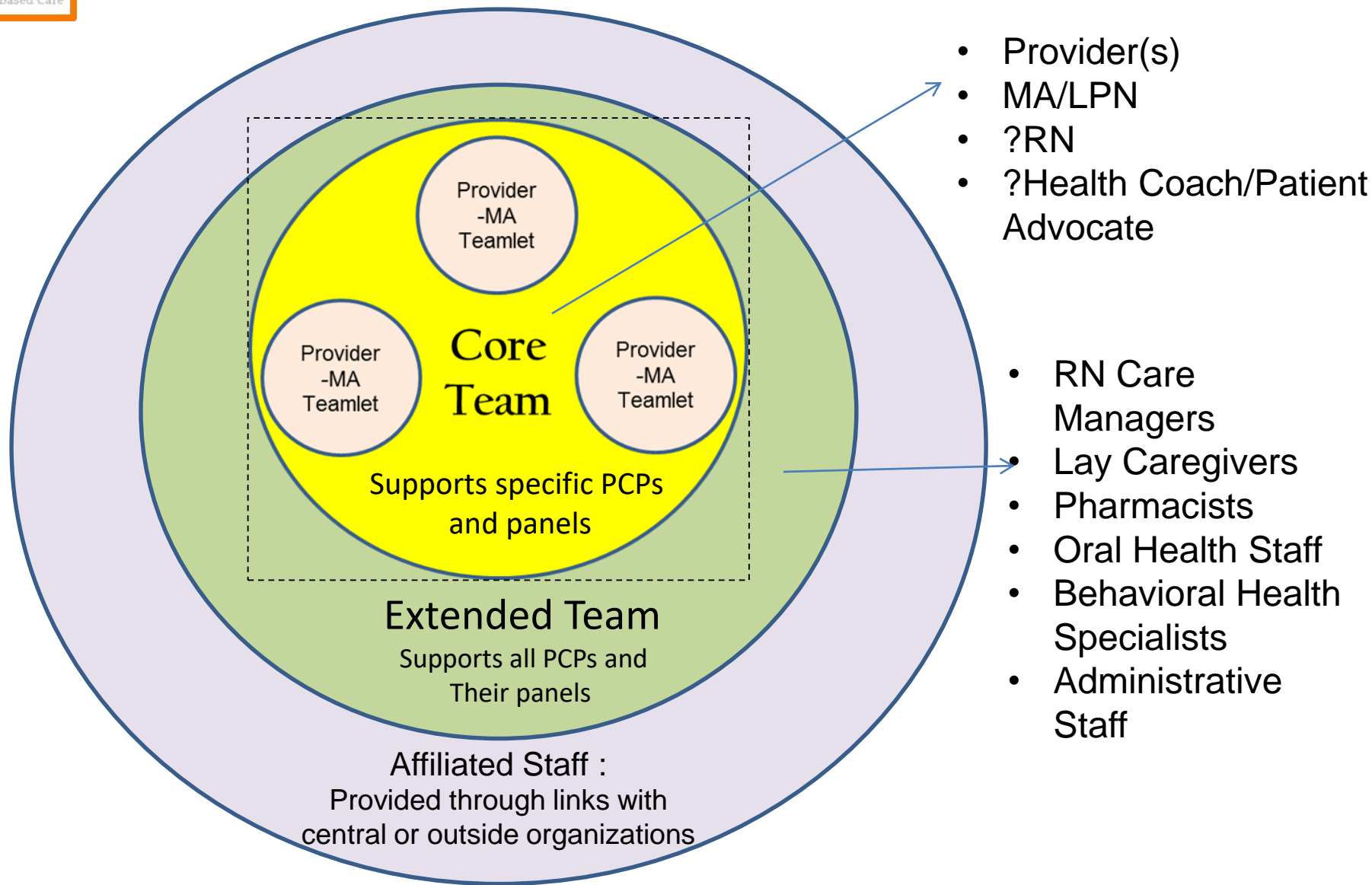
# Define Teams

- ∞ Determine what your core team(s) will look like
- ∞ Who is part of your extended team(s)?
- ∞ Determine how many patients each of your teams can manage





# Primary Care Team



# Empanelment

- ∞ Assign all patients to a provider and team panel
- ∞ Confirm assignments with providers and patients
- ∞ Review and update panel assignments on a regular basis
- ∞ Balance patient load
- ∞ Use panel data and registries to proactively contact, educate, and track patients by care gaps, disease status, risk status, self-management status, and community and family need.



# WHY CONTINUITY MATTERS



Access

Patient  
satisfaction

Preventive  
services  
completion

ER Visits

# RESOURCE



# ImprovingPrimaryCare.org

PRIMARY CARE  
TEAM GUIDE

GET STARTED

BUILD THE TEAM

DO THE WORK

LOG IN  
Stay Connected


## Building a Primary Care Team

Learn how expanding roles, increased training and using standing orders can develop trust, teamwork and efficiencies in your practice.

[WATCH THE VIDEO](#)


TOPICS

FILTER BY: --Any--




### The Practice Team

Learn how to start building care teams that make the most of the diverse skills and expertise your clinicians and staff have to offer.




### The Medical Assistant (MA)

Explore ways to enhance the MA role in primary care and find tools to help you make the business case. Hire and train the right people, and minimize turnover.






### The PCP

Leadership and support from PCPs is essential for a practice to develop effective practice teams and team-based patient care



### The Registered Nurse (RN)

RNs bring a unique set of clinical skills to primary care. Learn how to maximize those skills, reshape the RN role, and delegate traditional RN tasks to others.



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The Medical Assistant (MA) | Complete the sentence(s) below by clicking the value that best describes the care that currently exists at your practice.

MAs in our practice...

Level D	Level C	Level B	Level A
mostly take vital signs and room patients.	perform a few clinical tasks beyond rooming patients such as reviewing medication lists or administering a PHQ-2.	perform a few clinical tasks and collaborate with the provider in managing the panel (reviewing exception reports, making outreach calls).	collaborate with the provider in managing the panel, and play a major role providing preventive services, and services to chronically ill patients such as self-management coaching, or follow-up phone calls.
1 2 3	4 5 6	7 8 9	10 11 12

**WHAT DO YOUR CHOICES MEAN?**


If you score in Level D in any area, your practice is just getting started and may want to review our resources page to help you prepare for the key changes described in that section of the guide.

If you score in Level C in any area, your practice is in the early stages of change and can benefit from the action steps and resources in that section of the guide.

If you score in Level B in any area, your practice has implemented basic changes and can build upon your success with the action steps and resources in that section of the guide.

If you scored in Level A in any area, your practice has achieved most or all of the important changes required. Congratulations! You can still use the actions steps and resources in that section of the guide to find new ways to improve.

[CLOSE](#) [SHARE RESULTS](#) [TAKE FULL ASSESSMENT](#)



## The Medical Assistant (MA)

MAs are a vital part of the primary care team. To make the

[ASSESS YOUR PRACTICE](#)