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

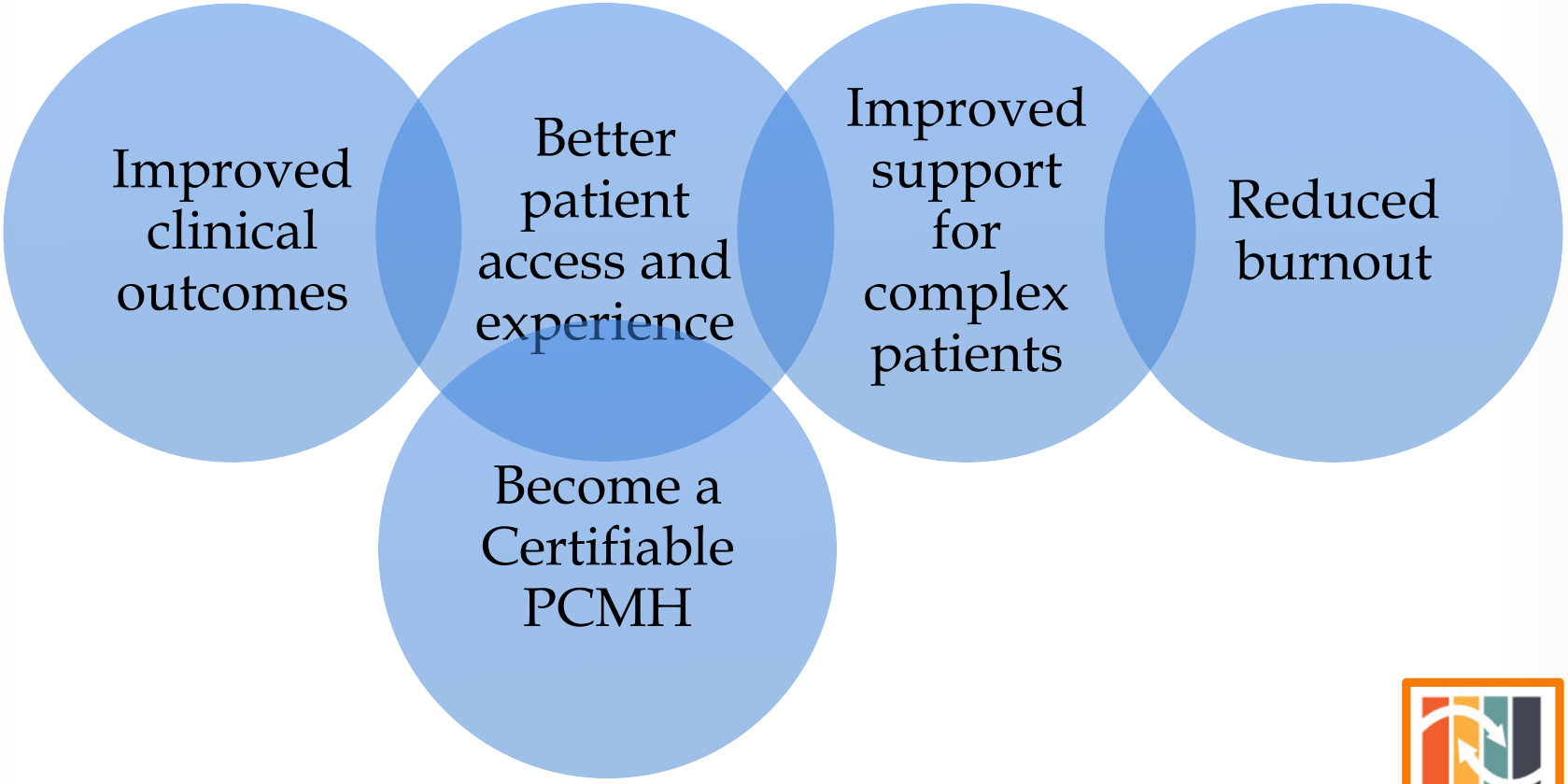
Value Based, Population Health

- **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?



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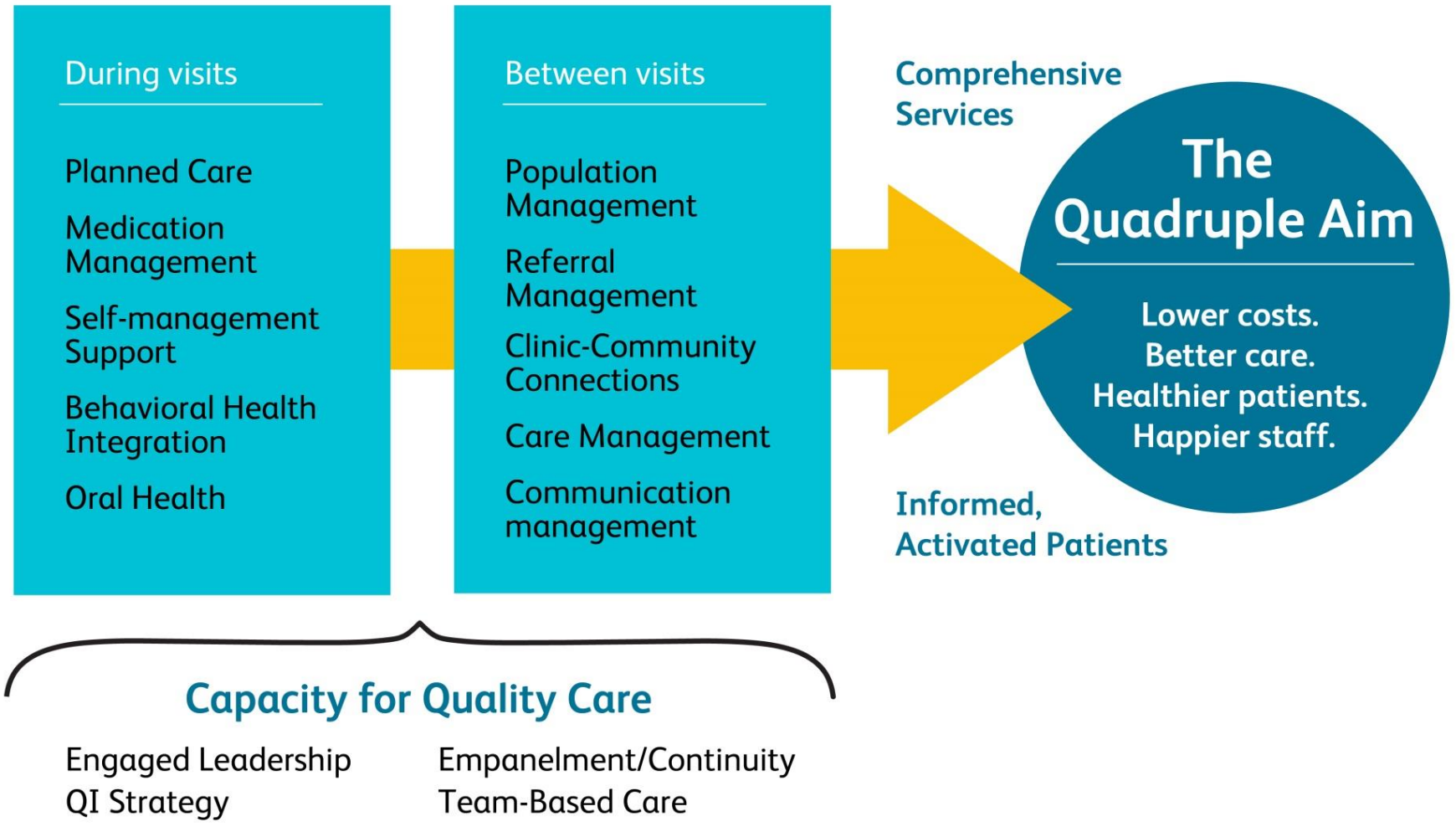
The Key Functions Of Excellent Primary Care



MacColl Center for Health Care Innovation, Kaiser Permanente Washington Health Research Institute 2017

Where Do You Start?

Foundational Blocks:

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

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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

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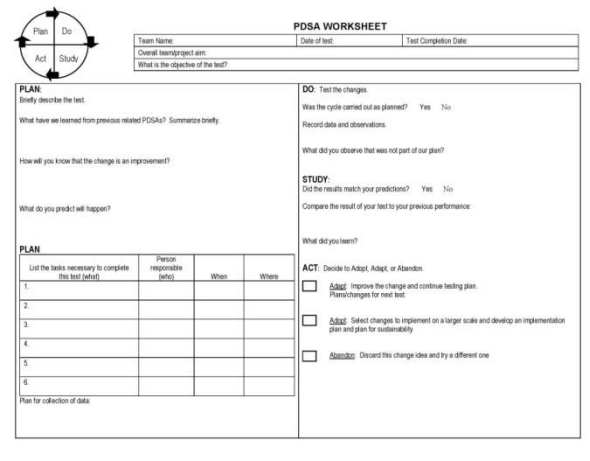
Develop a QI Strategy



PDSA 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 PDSAs? Summarize briefly.

How will you know that the change is an improvement?

What do you predict will happen?

PLAN

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

Plan for collection of data:

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?

ACT: Decide to Adopt, Adapt, or Abandon.

☐ Adapt: Improve the change and continue testing plan. Plans/changes for next test:

☐ Adopt: 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

- 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

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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

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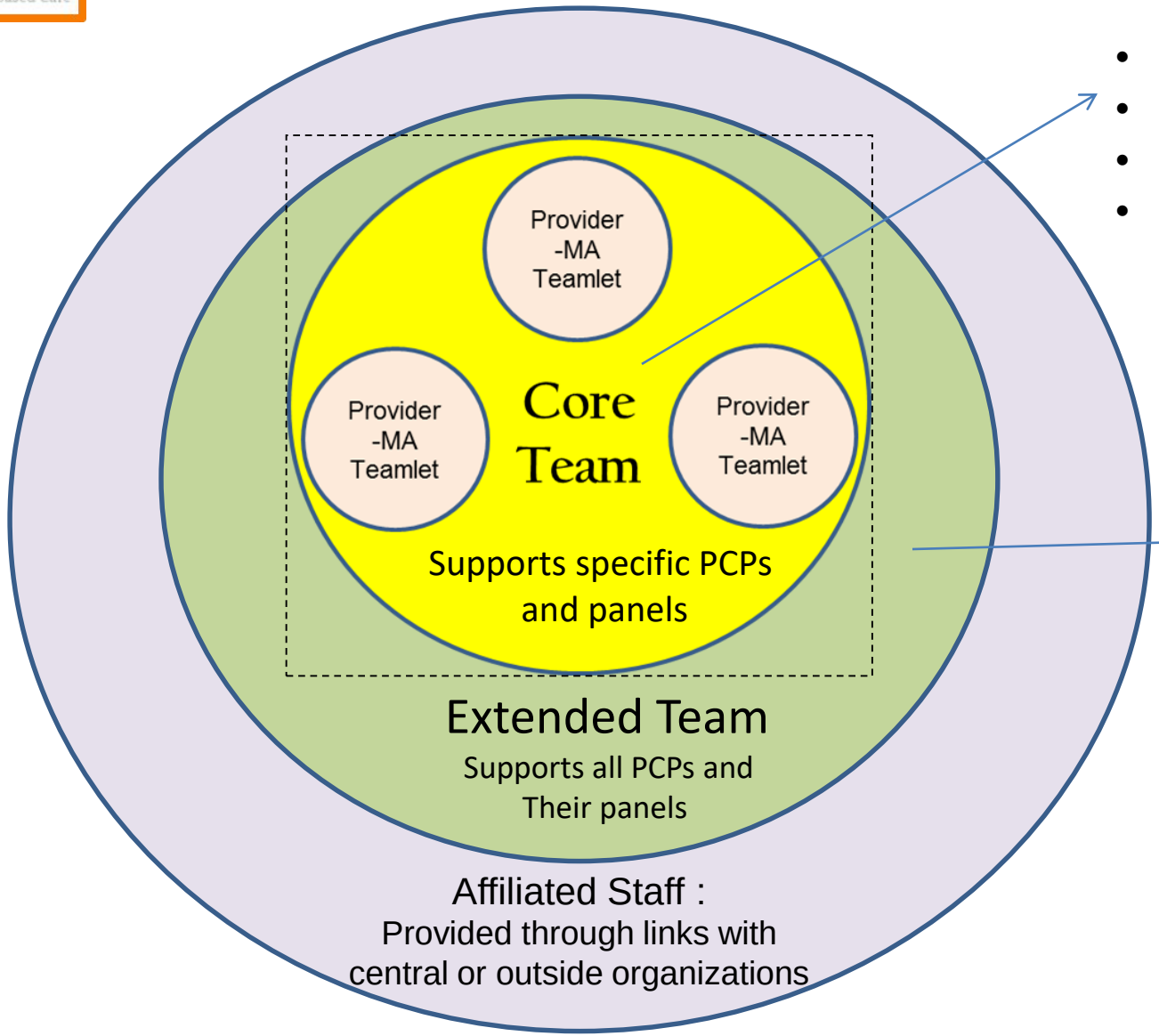
Primary Care Team



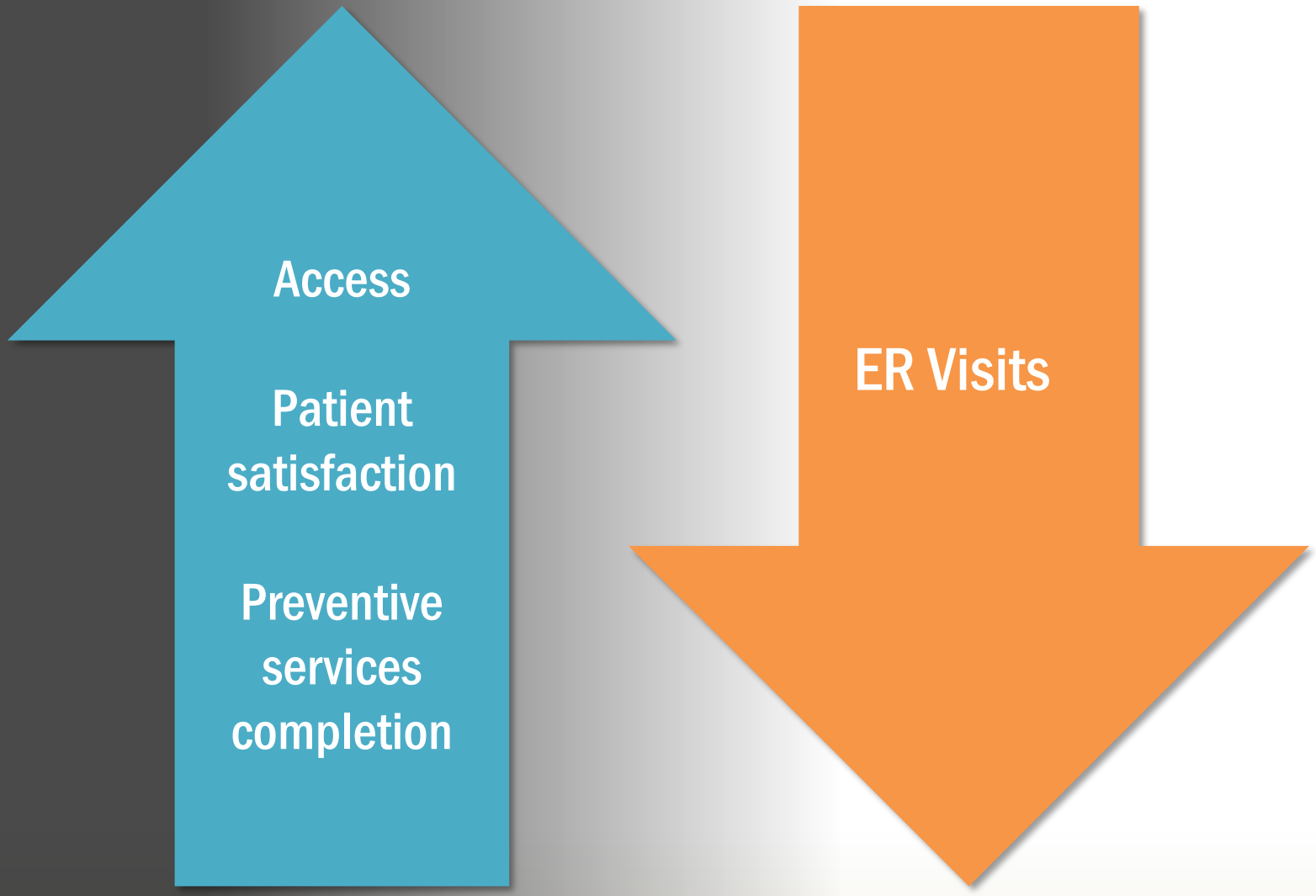
- Provider(s)
- MA/LPN
- ?RN
- ?Health Coach/Patient Advocate

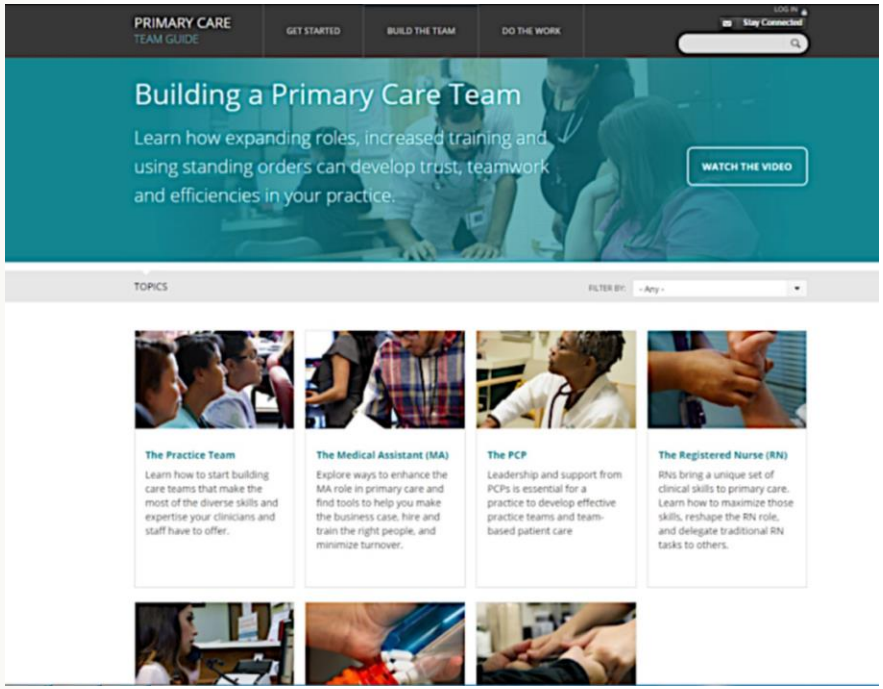
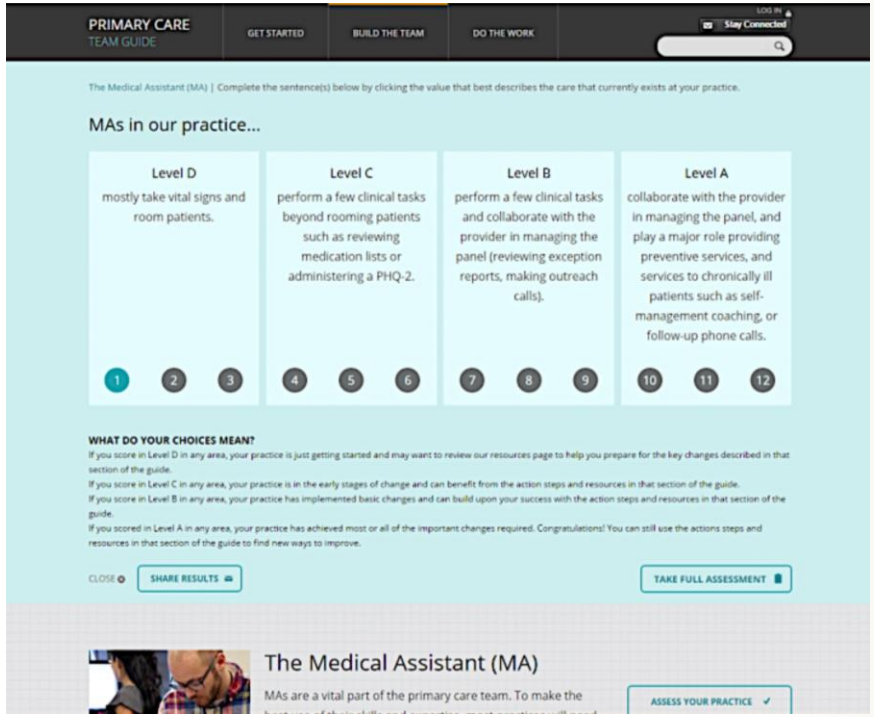
- RN Care Managers
- Lay Caregivers
- Pharmacists
- Oral Health Staff
- Behavioral Health Specialists
- Administrative Staff

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



RESOURCE

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