Team Based Care Model

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Overview

- What is a Team Based Care Model?

- Why use the Team Based Care Model?

- Team Based Care Model Process

- Next Steps for Getting Started

Introduction to Team Based Care Model

Team-based care is a delivery model where patient care needs are addressed as coordinated efforts among multiple health care providers and across multiple settings of care.
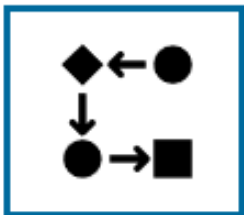
Why Team Based Care Model?

Potential Benefits of Team Based Care Model include:

- Teamwork will improve patient outcomes.

- A multi-disciplinary team approach is associated with better performance and better measures of health quality.

- Prevents adverse events.

- Decreases physician burn out.

- Expands access to care.

Team Based Care Model Process

First Step:
Build Team Engagement

Who do you want on your team?

Second Step:
Select the Team Members

Third Step:
Determine Team Roles utilizing Workflows & Order Sets

Fourth Step:
Medication Management

Fifth Step:
Determine EHR Inbox Management

Six Step:
Educate the team about correct billing strategy

Next Steps

Getting Started

1. Define goals and develop a shared aim.

2. Define specific, measurable outcomes and objectives.

3. Assign roles for each team member – define and delegate functions and tasks.

4. Ensure that each team member is competent to perform their defined and delegated tasks.

5. Ensure that clinical and administrative systems support team members in their defined work.

6. Create communication structures and processes.

7. Use data to assess team progress and performance at least every month.

8. Schedule 10-minute team huddles every morning.

Workflows and Order Sets

- The team will have to determine their new workflows that work best for the team.

- Remember that you are designing your dream workflows so think outside the box and be creative.

- Work collaboratively to identify opportunities for greater efficiency in the teams current and new process.

Principles of High-Performing Teams[1]

Principle	Definition
Shared Goals	The team establishes clear goals that all team members can articulate, understand and supported by all members.
Clear Roles	Clear expectations for each team member function, responsibility and accountabilities to optimize the team's effectiveness.
Mutual Trust	Team members trust one another and feel safe within the team to admit a mistake, ask a question, offer new data or try a new skill without fear of embarrassment or punishment.
Effective Communication	The team continuously refines communication skills and has bi-directional communication.
Measurable Process and Outcomes	Reliable and ongoing assessment of team structure, function and performance that is provided with actionable feedback to all team members to improve performance.

Timeline Before and After Visit

Pre- Visit work	Planner Checklist	Rooming Checklist	Discharge Checklist	Documentation
Pre-visit planning communicates to the patients that the practice is planning in order to make their next visit meaningful.	Helps the team know what needs to accomplished prior to next visit for the physician.	Having a team member do these activities will let the physician spend more time with the patient.	Gives patients visibility and transparency into their care.	Decreasing physician time spent on documentation tasks that the other team members can handle is also an important cost-savings for Entities.

Medication Management

Goals of Medication Management

- Reduce medication errors

- Promote better patient outcomes

- Improve patient safety

- Ease clinician workload

Techniques to Improve or Simplify Medication Management 2

Prescribe Medication for least one year.

Consolidate refill dates so patients only make one trip to the pharmacy.

Develop standing orders for refills or recurring lab work. For example, HbA1c every 3 months.

EHR Inbox Management

Standard Workflows

- Implement standard workflows for messages routing and common inbox tasks.

- Decide which team member should be responsible for various inbox tasks.

- Create filters to separate inbox signal from unneeded noise.

Steps to Optimize Your EHR Inbox

- Engage the IT Department to help support the ask.

- Group different types of messages into common buckets.

- Create team member assignments that correspond to each bucket of messages.

- Develop workflows and train team members to manage other team's buckets if out of office occur.

EHR Inbox Management 3

Bucket One: MA will escalate to triage RN or Physician as needed.

Bucket Two: Patient Liaison to escalate to MA or Billing as needed.

Bucket Three: Refill Nurse (LPN or RN)
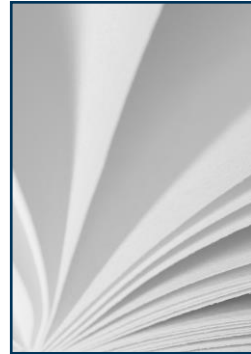
Bucket Four: Administration pool, Clinical information, or Physician for signature.

Billing

- ✓ Create correct billing strategy
- ✓ Educate team members on billing strategy
- ✓ More to come

Summary

- Team-based care can be successful when all members are on the same page.

- A clear common goal is key to success.

- This may require a:

  - Culture shift to facilitate teamwork

  - Supportive organizational framework

  - Effective coaching regarding teamwork

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Thank you