Team-Based Care

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Value in Healthcare

From:

Value = Volume

To:

Value = Quality/Cost
Which one of the following is a pre-requisite for achieving high value healthcare?

A. Train more primary care clinicians
B. Change the payment system
C. Reform medical malpractice
D. Improve EMR interoperability

Answer: B
Patient Centered Medical Home

- **Comprehensive**
  Diagnose and treat the acute problem, co-manage chronic disease, deliver preventive care, enable wellness

- **Continuous**
  Ensure longitudinal access to a reliable source of care 24/7/365

- **Coordinated**
  Coordinate all care regardless of care location: in the clinic, the inpatient setting, the emergency room, urgent care center, or subspecialty practice

- **Competitive**
  Deliver a consistently high-level of customer service and operating efficiency.
A Team is required to ensure delivery of which of the following attributes of care in a PCMH?

A. Comprehensive  
B. Continuous  
C. Coordinated  
D. All of the above  

Answer: D
The Team

Accountable Care Organization

- Patient, Primary Care Manager, 2 LPNs
- Team Nurses (RNs)
- Subspecialists
- Behavioral Health Provider
- Inpatient Services
- Emergency Department
- MSAs
- Clinical Pharmacist
- Registered Dietitian
- After Hours Care Clinic
- Ancillary Services
- Common EMR
Which of the following is not essential to effective team-based care?

A. All team members work at the top of their competence and training
B. The patient is on the team
C. Clinical Practice Guidelines are utilized at each step in the care process
D. Roles and responsibilities are clearly defined

Answer: C
The Patient Journey

LifeSpace

- Enrollment & Empanelment

Clinic Space

- Reception

- Intake

- Evaluation and Management

- Ancillary Services
  - Pharmacy
  - Lab
  - Immunizations
  - Radiology
  - Behavioral Health
  - Pregnancy Care Coordination
  - Case Management
  - Nutrition Services
  - Interpretation Services

LifeSpace Care

- Consults and Referrals
- Results follow-up
- Transitions of Care
- Care Coordination
- Education and Outreach
- Pre-visit preparation

Access

- Central Appointing
- Secure Messaging
- Nurse Advice Line
- Walk-in & ED
- After Hours Care

Patient Activation & Check-out

Recapture
Which is not an inherent risk of team-based care?

A. Ineffective hand-offs between team members
B. Training gaps
C. Incompatible role-based assumptions and expectations
D. Dilution of responsibility

Answer: B
Lessons Learned

1. Prioritize continuous change management
2. Hire for culture, not competence
3. Invest in on-boarding
4. Design and train team-based workflow
5. Educate patients
6. Huddle, huddle, huddle
7. Align performance measures