



Ratios

CP3 Toolkit: Building the Care Team

The information below describes the various elements of medical teams, IT tools, and services used as a part of a team-based care approach. It is adapted from a September 21, 2016 presentation by the Multnomah County Health Department at CP3's learning session two. Download the [complete presentation](#).

Staffing Ratios

- Providers (1.6 to 2.0 FTE)
- RN (1.0 FTE)
- LVN (1.0 FTE)
- Medical Assistants (2.0 FTE)
- Behavioral Health Provider (0.5 FTE)
- Community Health Worker/Navigator (0.5 FTE)
- Scribe (1.0 FTE)
- Team Assistant (clerical support) (1.0 FTE)

Additional Care Team Roles:

- Clinical Pharmacist: Embedded in clinical teams to focus on hospital follow ups, complicated medication regimes, consultative role
- Dedicated Preventive Care Medical Assistants: Focus on proactive outreach to established patients with health care gaps
- Lab Staff
- Specialty Care Providers: Women's health, Acupuncture, Orthopedics, Rheumatology, Neurology
- Dental Hygienist: Focus on prenatal patients and Well-Child Visits

Centralized Services

- Central Call Center
- Eligibility Services
- Referrals
- Health Information Services
- Nutritional Staff

Information Technology

- EHR Training and Support Staff
- Data and Analytics
- Super Users
- IT Support



New Types of Service Delivery

- Medical Providers
 - Telephone and patient portal visits
 - Opportunities to increase group visits
 - Orchestrates patient care

- RN Staff
 - Protocol driven office visits
 - Increase direct patient care
 - High level telephone advice
 - Case management of high-risk patients

- LVN
 - Telephone advice by protocol
 - Nurse visits to scope of practice
 - Case management of low-risk patients