



Health Center Roles

CP3 Toolkit: Building and Strengthening the Care Team

Developed by Community Health Center, Inc. in Connecticut and originally presented at the March 2, 2017 learning session, the following details various approaches to staffing the care team. Download the [full presentation](#).

Interdisciplinary Pods to Promote Team-Based Care

POD design

- 2 Medical Providers
- 1 Registered Nurse
- 2 Medical Assistants
- 1 Behavioral Health Clinician
- Additional members: podiatrist, dietician, Pharm-D, chiropractor, CDE
- Student/Trainees

Role of the Medical Assistant

- Planned Care
- Delegated Ordering
- Panel Management
- Scanning/Faxing/handling of incoming faxes
- Retinal Camera Operation
- QI/Microsystem Participants

Domains of RN Nursing Practice

Essential member of the primary care team and inter-professional activities:

(1) RN supports (2) primary care providers/panels

- Key functional activities:
 - Patient education and treatment within provider visits
 - Independent Nurse Visits under standing orders
 - Delegated provider follow-up visits using order sets
 - Self-management goal setting and care management
 - Complex care management; coordination and planning
 - Telephonic advice and triage via dedicated triage line
 - Quality improvement leaders, coaches, and participants
 - Leaders and participants in research
 - Clinical mentoring of RN students; supervision and mentoring of medical assistants



RN Complex Care Management

- Comprehensive didactics for complex care management
 - Transition Care, Medication Reconciliation, CHF, DM, Pediatric Asthma, COPD, Psych, Motivational Interviewing, Chronic Pain, Addiction, HIV/HCV, Self Management Goal Setting
 - Care Plan/Zone Sheet Development and Self-Management

- EHR Templates
 - Structured Intakes/Follow-Up
 - Nursing Informatics/Outcome Measures
 - Dashboards (Population Management)

- Community Engagement
 - Open House
 - Data Sharing