Population Health Learning Network Share and Learn

Team-Based Care Models

July 13, 2018

Agenda-Team Model Share and Learn

1. Welcome to the PHLN Share and Learn

2. Brief Team-Based Care 2.0 Recap

3. Example of Core Team Models

4. Virtual Sharing Challenges & Solutions

5. Questions & Answers

Share and Learn Team-Based Care Webinar Reminders

1. Everyone is <u>unmuted</u>. Please do not put yourself on hold, use the mute function instead.
   - Press *6 to **mute** yourself and *6 to **unmute**.

2. Raise your virtual hand and Diana will call on you.

3. Use the chat. Open your chat box at the bottom of the screen.
   - -Chat in your organization name now
   - -Use chat for questions, sharing tools, comments, solutions
   - -Use chat for connections and contact information

4. Webinar is being recorded, posted on CCI's website, and will be sent out via email. The chat will be posted also.

We want to hear from you....

1. What are your questions or challenges in TBC?

2. What lessons have you learned that might help others with TBC?

Team-Based Care 1.0

Team Work	Task Work
Vibrant team culture 1. Shared goals, clear roles, mutual trust, effective communication 2. Established relationship with patient and family 3. Substantive team care implementation **Spread and sustaining TBC innovations** 1. Established career ladders 2. Optimally standardizing 3. Team collaboration metrics 4. Shared team productivity/access/outcomes	**Patients assigned to balanced panels** 1. Empanelment process 2. Teams designed into the EHR 3. Managing panel over time 4. Clinician/staff turnover contingency planning that optimizes continuity **Core and expanded care teams** 1. Continuity with provider and team 2. Optimal workforce distribution 3. Training for team-based care 4. Standing orders and protocols 5. Workflows documented

Team-Based Care 2.0

1. Essential for population health management.

2. Essential to get to the template of the future and joy in work

PHLN Learning
Session #1
TBC 2.0 slides
here

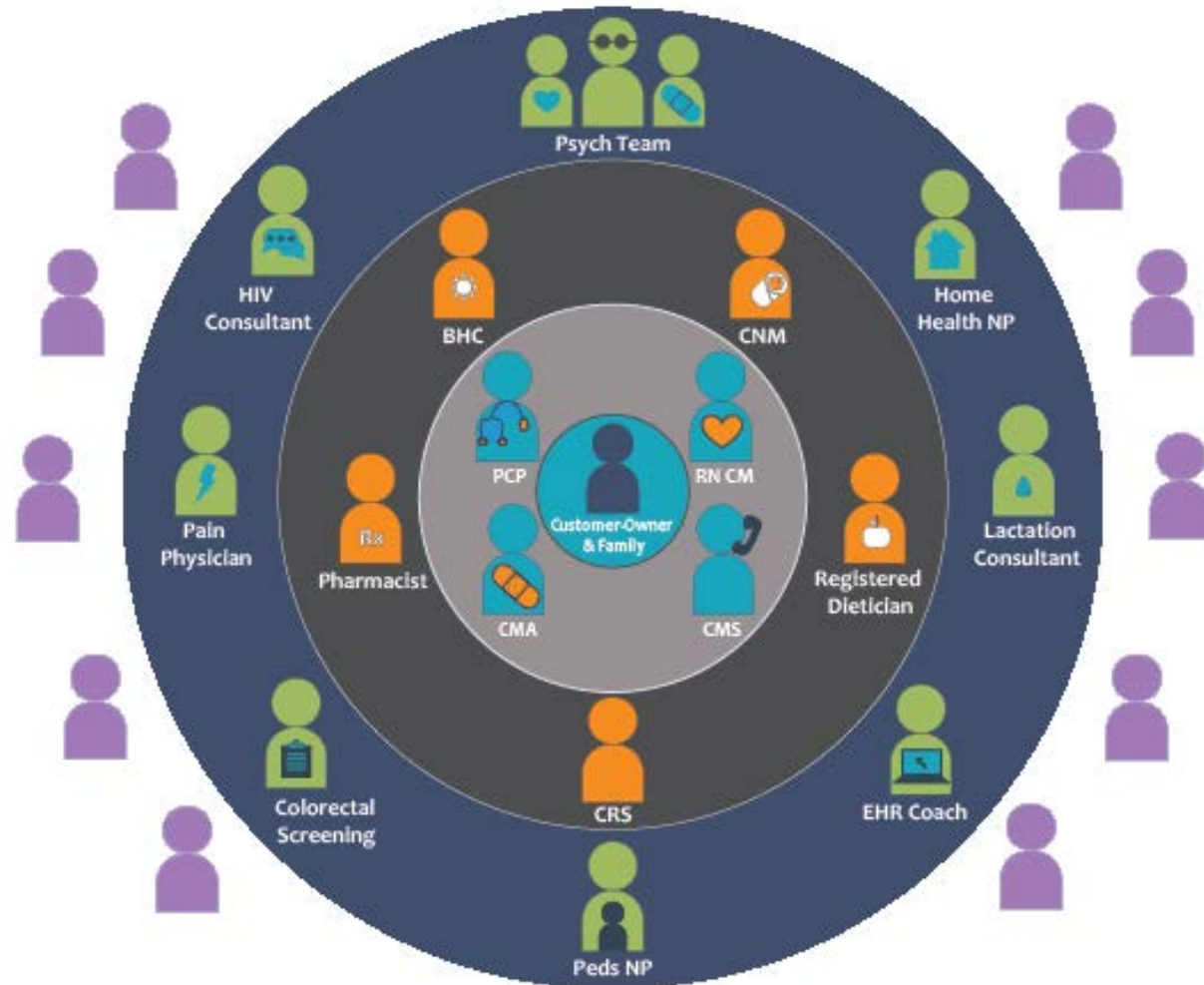10 Template for the Future

8 Prompt Access to Care

9 Comprehen-siveness and Care Coordination

5 Patient Team Partnership

6 Population Management

7 Continuity of Care

1 Engaged Leadership

2 Data-Driven Improvement

3 Empanelment

4 Team-Based Care

PHLN Team-Based Care Today

May 24, 2018 Learning Session Barriers to TBC	#
Workflow standardization	9
Advanced access	7
Clear role definition	7
Turnover and workforce, retention, recruitment	7
Reimbursement for team work	6
Accountability and trust on team	6
Change management to break bad habits	4
Resources-staff and time	4
Communication/EMR	3
Ongoing training	3
Panel segmentation	2
Leadership engagement	2
Realistic goals/strategic planning	2
Connecting patients to resources	2
Space	2

Patient and Family-Centered Model
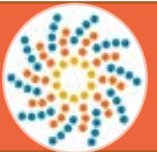

From Southcentral Foundation

Southcentral Foundation   **https://scfnuka.com/**

Integrated Care Team

- Primary Care Provider

- RN Case Manager

- Certified MA

- Case Management Specialist

- Additional members: Registered Dietician, Pharmacist, Behavioral Health Consultant, Community Resource Specialist, Psych Team, Home Health NP, Lactation Consultant, Pain Physician, HIV Consultant
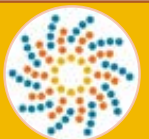
Team Models

Interdisciplinary POD design

- 2 Medical Providers
- 1 Registered Nurse
- 2 Medical Assistants
- 1 Behavioral Health Clinician
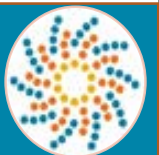- Additional members: Podiatrist, Dietician, Pharm-D, Chiropractor, CDE, Student/Trainees

Team Models

Primary Care Pod

- 3.4 FTEs of Provider
- 4.5 FTEs of Medical Assistant
- 1 Nurse Team Manager
- 0.5 Clinic Nurse
- 1.5 Case Manager
- 1 Behavioral Health Professional
- 2 Front Office Techs
- 1 Medical Records
- 0.5 Referral Case Manager
- Additional members: Clinical Pharmacist, Dental Hygienist

Now it is your turn....

1. What are your questions or challenges in TBC?

2. What lessons have you learned that might help others with TBC?

Type in your questions (or press *6 to unmute).

Share and Learn

How did this hour worked for you?

Thank you!

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