



Chronic Disease Management is a Team Effort: KEEP PATIENTS AT THE CENTER OF YOURS

Fundamentals of Patient-Centered Team-Based Care Management

Team-Based Care is a health care delivery model with a team of two or more health care professionals directly engaging and collaborating with patients, their care partners and family to achieve shared health goals. The team uses coordinated multidisciplinary health care services aligned with the patient's needs, preferences, and values.

Benefits of adopting a Patient-Centered Team-Based Care model include improved quality of care delivered, team efficiency, patient outcomes and operational cost savings. It also helps reduce staff burnout, turnover and workload.

Patient-Centered Team-Based Care can be practiced at physician offices, Federally Qualified Health Centers (FQHCs), patient-centered medical homes and managed health care systems with implemented Patient-Centered Team-Based Care models in their settings.

Who Can Join a Patient-Centered Health Care Team?

Multidisciplinary professionals across the care continuum, including physicians, nurse practitioners, physician assistants, nurses, mental and behavioral health professionals, care managers, dietitians, pharmacists, social workers, nonclinical staff, administrative professionals, peer counselors, and other care service providers needed to support patients in accomplishing their health goals.

Patients, their care partners and family members should play a role on the care team to the capacity of involvement desired by the patient.



Elements of an Effective Patient-Centered Health Care Team Approach Should Include:

1. Clearly defined team member roles and responsibilities to help patients and their care partners understand each multidisciplinary team member's various roles and levels of involvement in their care to help make informed health care decisions.

What can you do?

- Display visual aids that describe each staff member's role in the team.
- State each staff person's role on their badge to help orient patients and providers to team members. Incorporate introductions to team members and their roles into new patient visits.

2. Clear communication with patients: Clear, secure and consistent verbal and written communication within the multidisciplinary team and with patients is key to building strong relationships needed to deliver effective Patient-Centered Team-based Care. Healthy communication minimizes patients' and providers' need to repeatedly review details of past care encounters and currently relevant information with various team members.

What can you do for patients?

- Use motivational interviewing, active listening and "teach-back" techniques to engage in shared decision-making with patients, their care partners and their family members.

What can you do for the health care team?

- Conduct a brief team huddle before the start of each clinical session to ensure timely information sharing and preparation for attending to complex cases.
- Implement quality improvement projects that help fine-tune roles and processes.
- Designate a team member to do pre-visit prep work in advance. This includes chart reviews to identify gaps in preventive care services, chronic disease management needs, screening alerts, and flagging patients with recent hospitalizations before team huddles.



3. Involve all team members and patients: Clinical and nonclinical team members must be involved in developing workflows and documentation processes to ensure the feasibility of proposed tasks.

What can you do?

- Notify nonclinical staff of opportunities to support clinical staff like documenting visit notes, entering orders and referrals, reconciling medications and preparing prescriptions during a patient visit in the electronic health record.
- Pilot new processes, evaluate their effectiveness, celebrate successes, assess areas for improvement, and build on solutions throughout the redesign and implementation of a team-based care model.
- Consider building a *Patient and Family Advisory Council* (PFAC) to provide patients with opportunities to inform the planning and implementation of the team-based care model. This approach can enable the team to address areas that affect patient and family experiences in a culturally competent, patient-centered manner that promotes patient satisfaction.

Resources for Implementation Guidance:

1. The American Medical Association's "Steps Forward" hosts interactive toolkits for implementing team-based care: <https://edhub.ama-assn.org/steps-forward/module/2702513>
2. The American College of Physicians' "Team-based Care Toolkit" provides best practices and real-world examples of successful team-based clinical care models: <https://www.acponline.org/practice-resources/patient-and-interprofessional-education/team-based-care-toolkit>
3. The American Medical Association's "Forming a Patient and Family Advisory Council (PFAC)" resource: <https://edhub.ama-assn.org/steps-forward/module/2702594>