Teamwork

Optimizing team-based care by clearly defining roles and building mutual trust and effective communication among team members.

TBC
Team Based Care

Key Changes

- **Create** shared goals.

- **Ensure** clear roles for all members of the team, including patients.

- **Develop** mutual trust between team members, including the patient and family.

- **Measure** and **improve** teamwork processes and training.

Examples

- Develop clear expectations for each team member's functions, responsibilities, and accountabilities.

- Use peer-to-peer coaching to develop and enhance team orientation.

- Optimize team opportunities for both shared learning and sharing of knowledge.

- Ensure effective training programs for all roles.

- Design educational scripts for communicating with patients about their team role.

- Optimize the team's efficiency and take advantage of division of labor.

- Create strong norms of reciprocity and greater opportunities for shared achievement.

- Create intentional team structure.

- Use standing orders and support staff as they do this work.

- Prioritize and continuously refine communication skills for staff and patients.

- Build a shared language for team communication and skills.

- Develop consistent channels for candid and complete communication language, which are used by all team members across all settings.

- Employ huddles (planning) and debriefs (learning, problem solving and celebrating).

- Implement reliable and timely feedback on successes and failures in both the functioning of the team and achievement of the team's goals.

Search ImprovingPrimaryCare.org for more resources

Primary Care Team Guide Assessment-Related Questions

4	Staff other than PCPs …	play a limited role in providing clinical care.			are primarily tasked with managing patient flow and triage.			provide some clinical services such as assessment or self-management support.			perform key clinical service roles that match their abilities and credentials.		
		1☐	2☐	3☐	4☐	5☐	6☐	7☐	8☐	9☐	10☐	11☐	12☐
5	Clinical support staff…	work with different providers every day.			are linked to providers in teams but are frequently reassigned.			consistently work with a small group of providers and staff in a team.			consistently work with the same provider(s) almost every day.		
		1☐	2☐	3☐	4☐	5☐	6☐	7☐	8☐	9☐	10☐	11☐	12☐
6	Workflows for clinical teams…	have not been documented and/or are different for each person or team.			have been documented, but are not used to standardize workflows across the practice.			have been documented and are utilized to standardize practice.			have been documented, are utilized to standardize workflows, and are evaluated and modified on a regular basis.		
		1☐	2☐	3☐	4☐	5☐	6☐	7☐	8☐	9☐	10☐	11☐	12☐

How Primary Care Teams Achieve the Quadruple Aim

Before Visit

Population Management

Communication Management

During Visit

Planned Care

Medication Management

Self-Management Support

Behavioral Health Integration

Oral Health Management

Between Visit

Referral Management

Clinic-Community Connections

Care Management

Comprehensive Services

The Quadruple Aim

1. Lower costs
2. Better care
3. Healthier patients
4. Happier staff

Informed, Activated Patients

Capacity for Quality Care

- Engaged Leadership
- QI Strategy
- Teamwork
- Empanelment/Continuity
- Enhanced Access