bellin health

CORE CONCEPTS for Team Based Care

Notions or statements of an idea expressing how something might be accomplished

1. ## Planned Care Principles.

   Includes principles such as obtaining pre-visit labs, and advanced access. These are necessary in order to delivery effective and efficient team based care.

2. ## Expanded Standard Rooming Processes

   In addition to usual rooming procedures including standard and accurate vital signs and proper exam room preparation; enhanced processes include patient functional status and behavioral health screening, agenda setting, medication reconciliation, choosing a template, and beginning documentation. This ensures that patient needs are anticipated and met, and improves the quality of care and efficiency of the office visit.

3. ## Co-Location

   The core team, including the Provider, the Care Team Coordinators, and preferably; the RN and the Patient Access Representative, work together in a space that allows for ongoing and continuous communication between these team members. This is essential for effective team functioning and ongoing communication, which leads to a significant decrease in the need for electronic messaging.

4. ## Daily Huddles

   Brief daily check-ins of the core team to review the day's schedule. This improves the efficiency of the work day by allowing the team to anticipate needs of that day's patients, emphasizes the availability of all necessary records, allows for the review of options for add on appointments, and helps build team culture.

5. ## Regular Care Team Meetings

   Meetings of the Core Team and the Extended Care Team occur typically on a weekly or biweekly basis. This allows for communication between all team members involved in the care of complex or high risk patients, as well as focused discussion on the care gaps of all patients, resulting in coordinated, effective care.

6.   Maximize use of Warm Handoffs

Verbal communication about the patient between team members, often in the presence of the patient. This enhances engagement of the patient in their own care, and demonstrates effective communication between team members regarding the patient's ongoing needs.

7.   Standard Documentation and Communication

Using tools such as standard messaging, standard smart sets and templates leads to consistent and accurate communication and health record documentation. This standardization decreases the chance for errors and improves the quality of the patient record.

8.   Effective Use of the Extended Care Team

The extended care team members, including Case Managers, Central Care Managers, Clinical Pharmacists, Diabetes Educators, RN Care Coordinators among others, play a key role in helping to care for our highest risk and most complex patients. Using members of this team whenever appropriate greatly enhances the care of these patients, leading to improved health outcomes.

9.   Team Approach to In-Between Visit Work

There are many patient needs that arise at times other than their office visit. These include things like test results, triage issues, patient questions, refills, forms, and care gap issues. An empowered, critically thinking team is the most efficient way to deal with this work leading to highest quality care for our patients.

10.   Start on Time

Each half day seeing patients should start on time. This minimizes stress on the core team, respects the time of the RN or Extended Care Team members who may be planning on seeing the patient, and respects the time taken by the patient to come in for the visit.