

# Essential Elements of Team-based Care

Casey Grabenstein, RN, MSN

Maternal Child Health Program Manager

**CareOregon**

Denise Weiss, RN

RN Care Coordinator

**Rinehart Clinic**

# Objectives

- Define the essential elements of successful team-based care practice
- Relate team care to nursing practice
- Share examples of team-based care in Oregon



# The Medicare Access & CHIP Reauthorization Act (MACRA) of 2015 – *Path to Value*

Goal 1: **30%** of Medicare payments are tied to quality or value through alternative payment models by end of 2016 and **50%** by end of 2018

Goal 2: **85%** of Medicare fee-for-service payments are tied to quality or value by end of 2016 and **90%** by end of 2018



# The Case for Team-based Care

Primary Care is increasingly accountable for:

## Patient Satisfaction

### Preventive Measures

- HbA1c Testing
- Breast & Cervical Cancer Screening
- Childhood and Adolescent Immunizations
- Well Child visits
- Developmental Screening
- SBIRT Screening
- Screening for depression and follow up
- AND MORE...

### Chronic Care

- Comprehensive DM care
- Controlling high BP
- Antidepressant and Antipsychotic Med Management

### Utilization

- All cause readmissions
- ACS hospital admissions
- ED utilization

# Time Needed Today To Meet Patient Needs:

Preventive Care

7.4 hours



Evidence Based Care

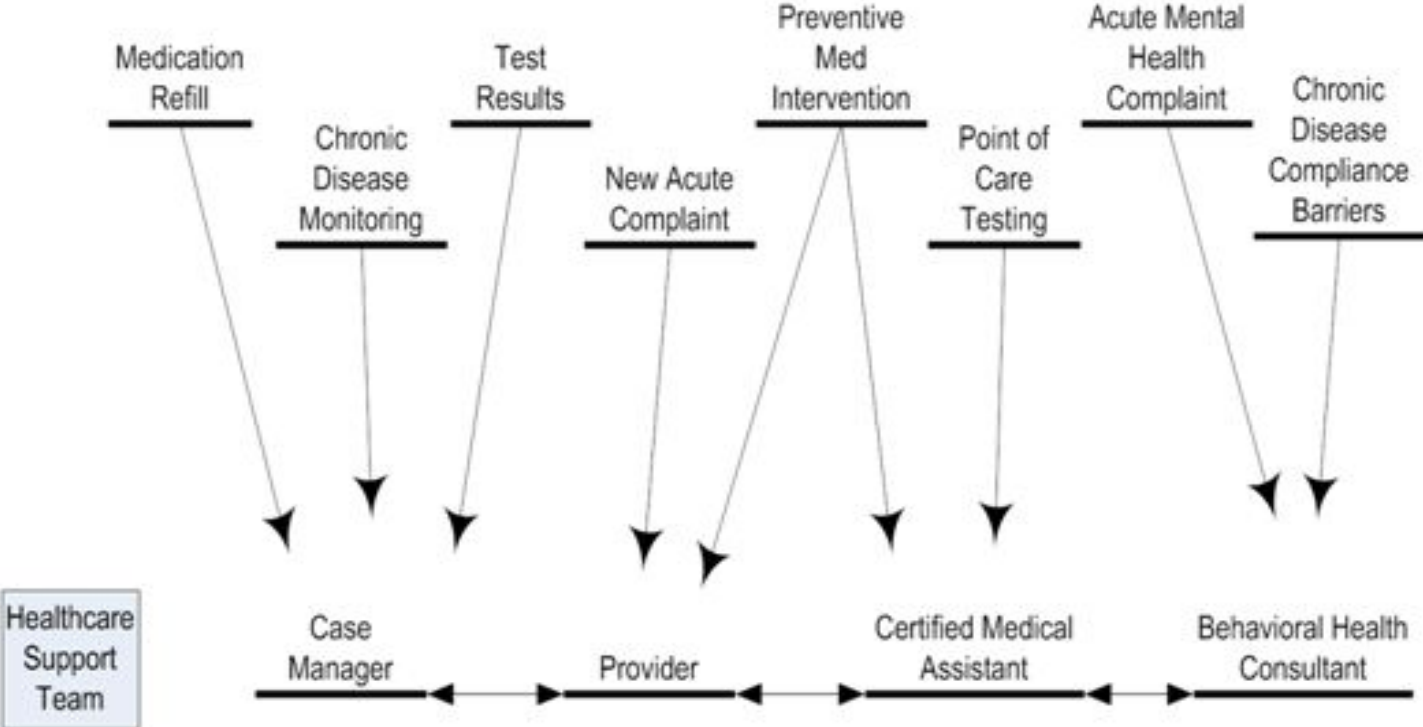
10.6 hours

*Source: Primary Care: Is There Enough Time for Prevention? Yarnall K, Pollak K, Ostbye T, et al. Am J Public Health. 2003 April; 93(4): 635-641. Is There Time for Management of Patients with Chronic Diseases in Primary Care? Ostbye T, Yarnall K, Krause K, et al. Ann Fam Med. 2005 May-June; 3(3): 209-214.*





# Parallel Work Flow Redesign



Source: Southcentral Foundation

# Team-Based Care

- Care Team may include:
  - MA
  - Panel Manager
  - Provider
  - RN Care Coordinator
  - Behaviorist
  - Pharmacist
  - Health Coach
  - Community Health Worker

What is it?

# Why a nurse?

Nurses have the “ability to comprehensively assess the patient’s clinical, emotional and social situation and draw upon the available resources to create a patient-centric care plan...”

***“Each team member has an incredibly valuable contribution to the team, none more important than another; and because of that, RN’s have a responsibility to ensure their unique skill set is there, to ensure the patient care is the best it can be.”***

-Tom Bodenheimer, MD; *RN Role Reimagined*





# Successful implementation of team-based care involves:

Role:	Support:	Examples
<b>Leadership</b>	<ul style="list-style-type: none"><li>• Provide leadership in change.</li><li>• Develop high level organizational strategic goals that incorporate development of care team.</li></ul>	<ul style="list-style-type: none"><li>• Be present</li><li>• Protected staff time to put towards transformation.</li><li>• Creation of vision statement.</li></ul>
<b>Middle Management</b>	<ul style="list-style-type: none"><li>• Provide direct guidance to staff as they participate in change.</li><li>• Ensure that staff development ideas align with organizational strategic goal.</li></ul>	<ul style="list-style-type: none"><li>• Leading QI initiatives.</li><li>• Assure staff feedback/ideas are incorporated into care team development/role development.</li></ul>
<b>Clinical Champions</b>	<ul style="list-style-type: none"><li>• Unofficial leaders</li><li>• Participate in new role/team development.</li></ul>	<ul style="list-style-type: none"><li>• Trial changes and give feedback about successes and room for improvement.</li></ul>
<b>Staff</b>	<ul style="list-style-type: none"><li>• Evidence of change in their day to day routines.</li><li>• Active participation in creation of new role definition.</li></ul>	<ul style="list-style-type: none"><li>• Daily scrubbing.</li><li>• Utilizing standards of work developed.</li></ul>





## *One Year of Health System Transformation*


### **Examples of what our providers accomplished**

1,113 additional adolescent well visits

1,047 additional developmental screens for children under 3

5,845 additional substance abuse screens and referrals to treatment

About 9,000 colorectal cancer screens

2014  2015

700 additional members with risky habits flagged

465 members potentially less likely to die from colorectal cancer

835 additional kids with health risk behaviors identified

175 additional kids with developmental disabilities identified at an early age



## ***Why we do this work***

## **A Nurse Shares her Story**

Denise Weiss, RN

RN Care Coordinator

**Rinehart Clinic**

[GRABENSTEINC@CAREOREGON.ORG](mailto:GRABENSTEINC@CAREOREGON.ORG)

<http://www.weitzmaninstitute.org/nca>

<http://www.commonwealthfund.org/publications/issue-briefs/2015/oct/us-health-care-from-a-global-perspective>

<https://www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2016-Press-releases-items/2016-08-01.html>

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