Module 1: Patient and Family Engagement Through Care Teams

January 17, 2019 at 1pm ET

Welcome to the Learning Collaborative!

Hello!

Casey Alrich

Emily Kane

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Acknowledgements

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Conflict of Interest Disclosure

We have no real or perceived vested interests that relate to this presentation nor do we have any relationship with pharmaceutical companies, biomedical device manufacturers and/or other corporations whose products or services are related to pertinent therapeutic areas

Teams and Teamwork in Primary Care

Patient & Family Outcomes	Team Outcomes
Satisfaction	Satisfaction
Engagement	Productivity
Adherence	Accurate problem identification
Self-care	Fewer errors
Fewer missed visits	Less turnover
Clinical outcomes	

Core Competencies for Interprofessional Collaborative Practice (2016 Update)

Interprofessional Education Collaborative (2016)

Values/Ethics for Interprofessional Practice

Work with individuals of other professions to maintain a climate of mutual respect and shared values.

Roles/Responsibilities

Use the knowledge of one's own role and those of other professions to appropriately assess and address the health care needs of patients and to promote and advance the health of populations.

Interprofessional Communication

Communicate with patients, families, communities, and professionals in health and other fields in a responsive and responsible manner that supports a team approach to the promotion and maintenance of health and the prevention and treatment of disease.

Teams and Teamwork

Apply relationship-building values and the principles of team dynamics to perform effectively in different team roles to plan, delivery, and evaluate patient/population-centered care and population health programs and policies that are safe, timely, efficient, effective, and equitable.
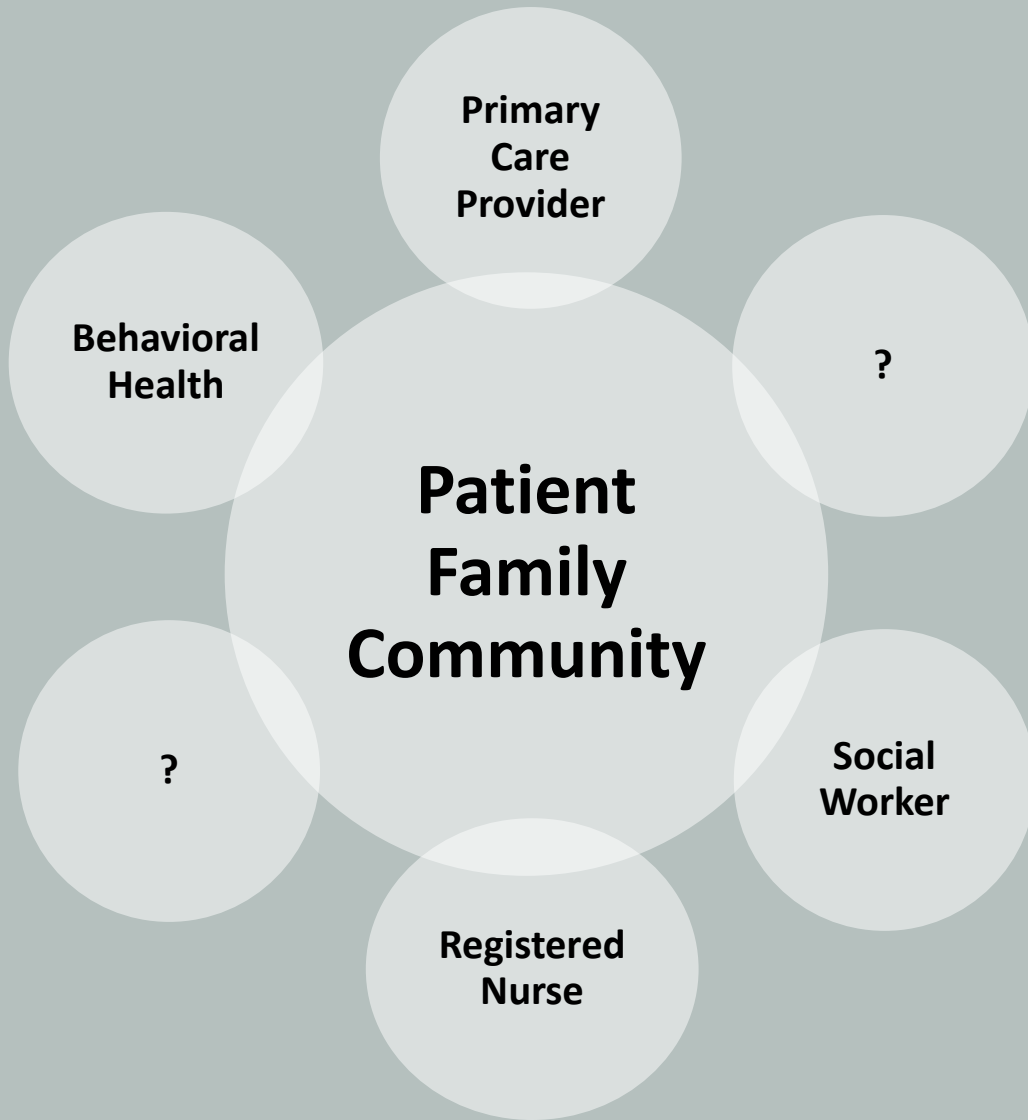
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Quadruple Aim Framework
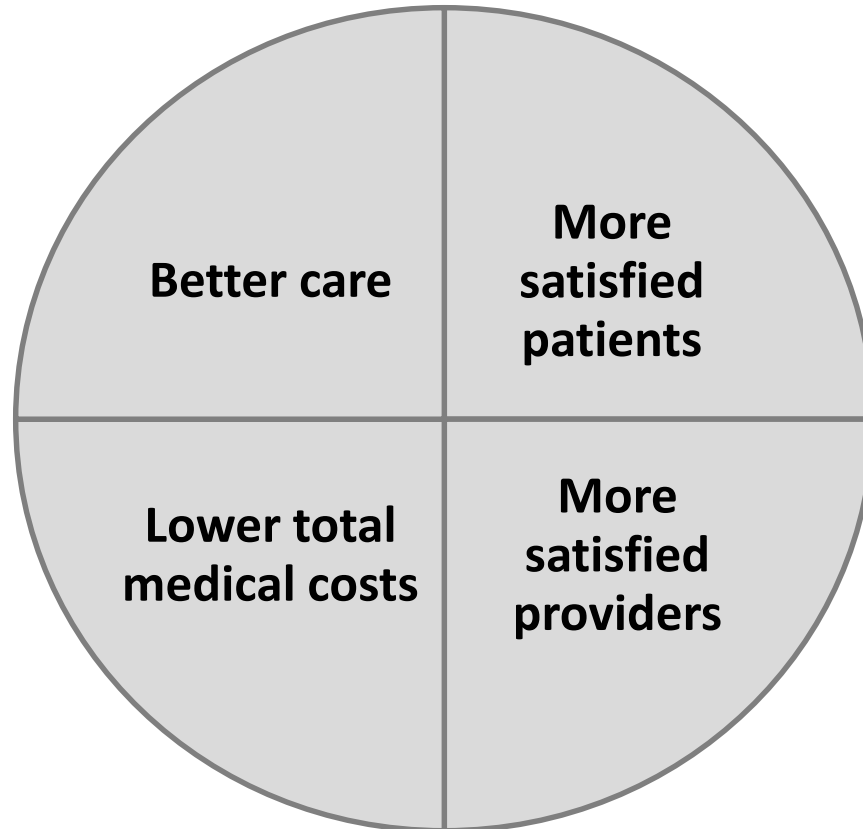
"Teamwork is the predominant form of work organization in healthcare. Clinician occupational well-being and patient safety develop in a teamwork context and are dependent on each other."
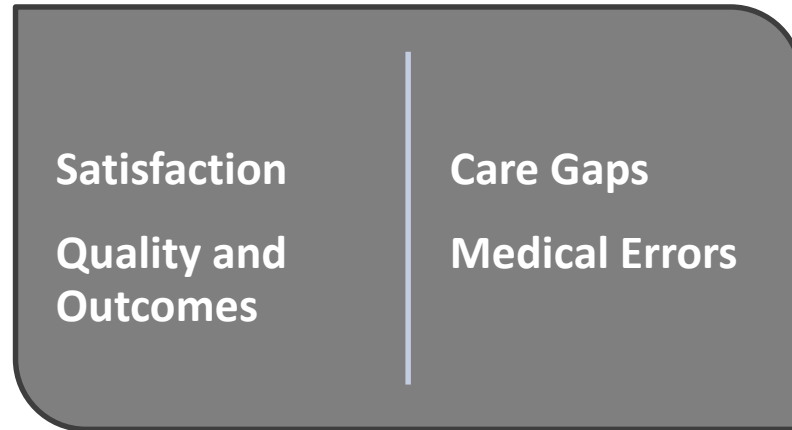
Welp & Manser (2016)

Defining Your Team

Communicating Effectively

Effective Team Communication

CLEAR CONSISTENT COMMUNICATION

Satisfaction

Quality and Outcomes

Care Gaps

Medical Errors

Ineffective Team Communication

COMMUNICATION ERRORS

Increased employee turnover and absenteeism

Project failures and failed change management
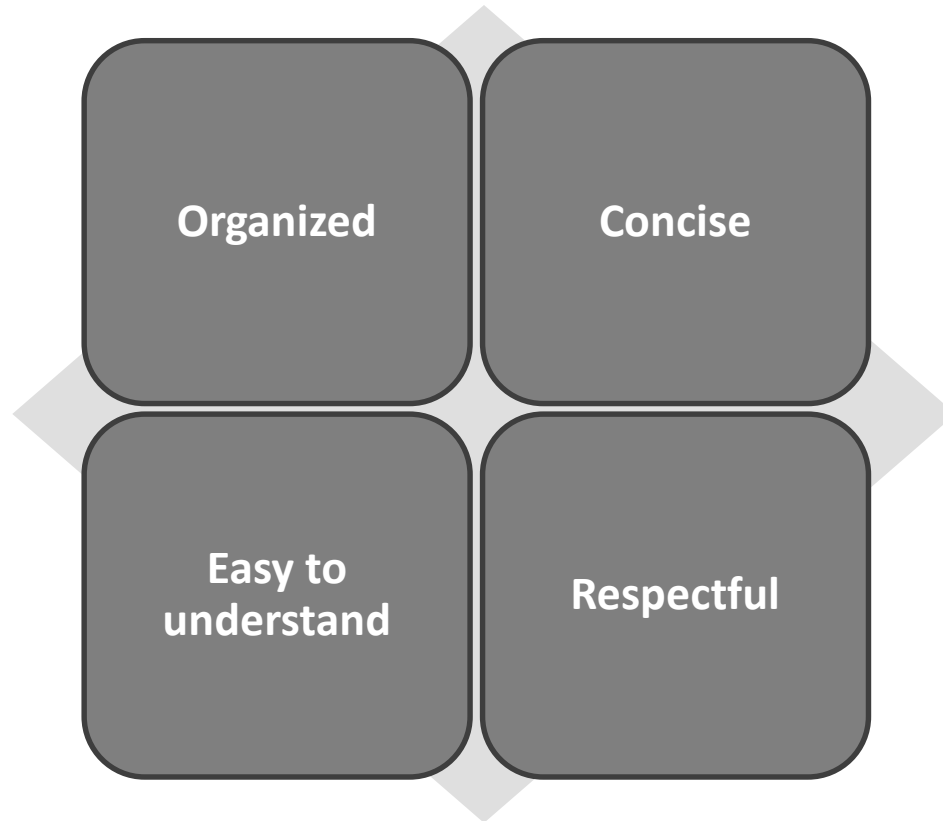
80% of serious medical errors during transfer

35-40% malpractice claims (1.7 billion healthcare malpractice costs)

5th leading cause of death in U.S.

Attributes of Communication

- Frequency

- Timing

- Accuracy

- Focus

Effective Communication for Team Based Care

Organized

Concise

Easy to understand

Respectful

Defining Team Roles and Responsibilities

Roles and Responsibilities for Effective Teamwork

- All roles are understood and respected

- Scope and responsibilities of each role are explicit

- Each team member understands how his/her role fits in the work of the team
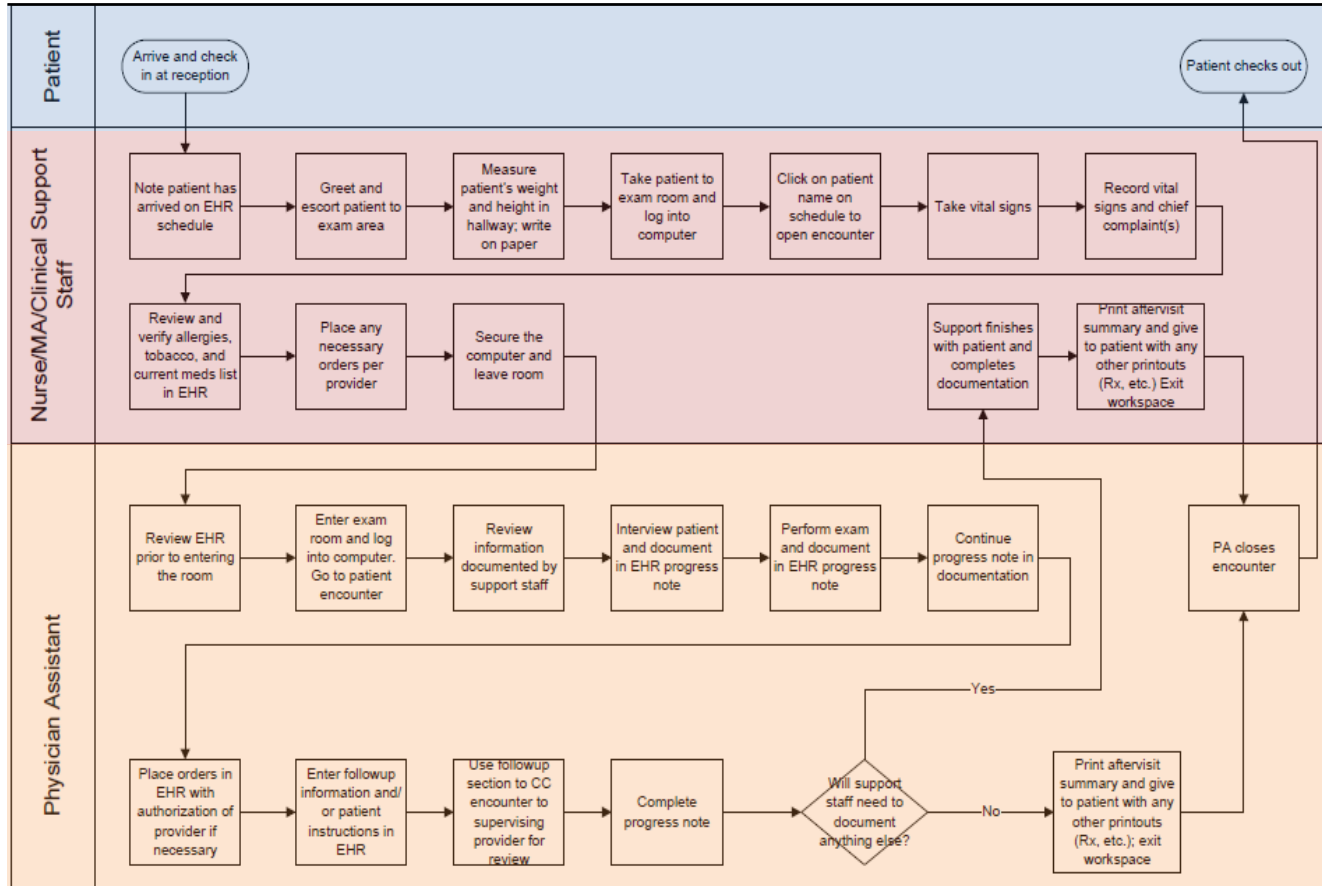
Role Clarity

- Competencies

- Scope of practice

- Licensure

- Values and ethics

- Education / accreditation standards

Swim Lane Diagramming

A swim lane diagram assists with role clarification and efficiency.

Example: Swim Lane Diagram for a Physician Assistant Office Visit

Adapted from "Physician Assistant (PA) Office Visit" available at:
http://www.hrsa.gov/publichealth/business/healthit/toolbox/HealthITadoptiontoolbox/index.html

RACI Matrix

- Responsible, Accountable, Consulted, Informed

- Defining these roles for a task improves clarity, ownership and communication

- Identify functional roles (e.g., front desk, RN, etc.)

- Identify activities or decisions

- Good for QI projects or introducing new EBIs

RACI Matrix Example

	Medical Director	RN Manager	MA	Clinic Director	Student Intern
Research colorectal cancer screening tool	R	I		A	
Arrange for training for iFOBT screening work flows	R			C	
Create new screening protocols	R	C			
Identify patients in need of screening in the EHR	I	R	I		
Educate patients and provide iFOBT screening kits		C	R		
Run weekly reports to see how many returned kits				I	R
Call patients to remind them to return cards or discuss follow-up		I	R		

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Roles and Responsibilities: It Takes a Team!

http://links.asu.edu/fm3

Enter

ASU Center for Advancing Interprofessional Practice, Education and Research
Arizona State University

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Optimizing Team Roles

Optimizing Team Roles

Demand → Team composition

Visit scheduling

Workflows

Optimization Principles

- All team members work to their highest level of expertise, skill and licensure

- Team composition driven by:
  - Patient/family/population needs and
  - Characteristics of practice.

- Look for potential for cross-training to maximize flexibility and flow
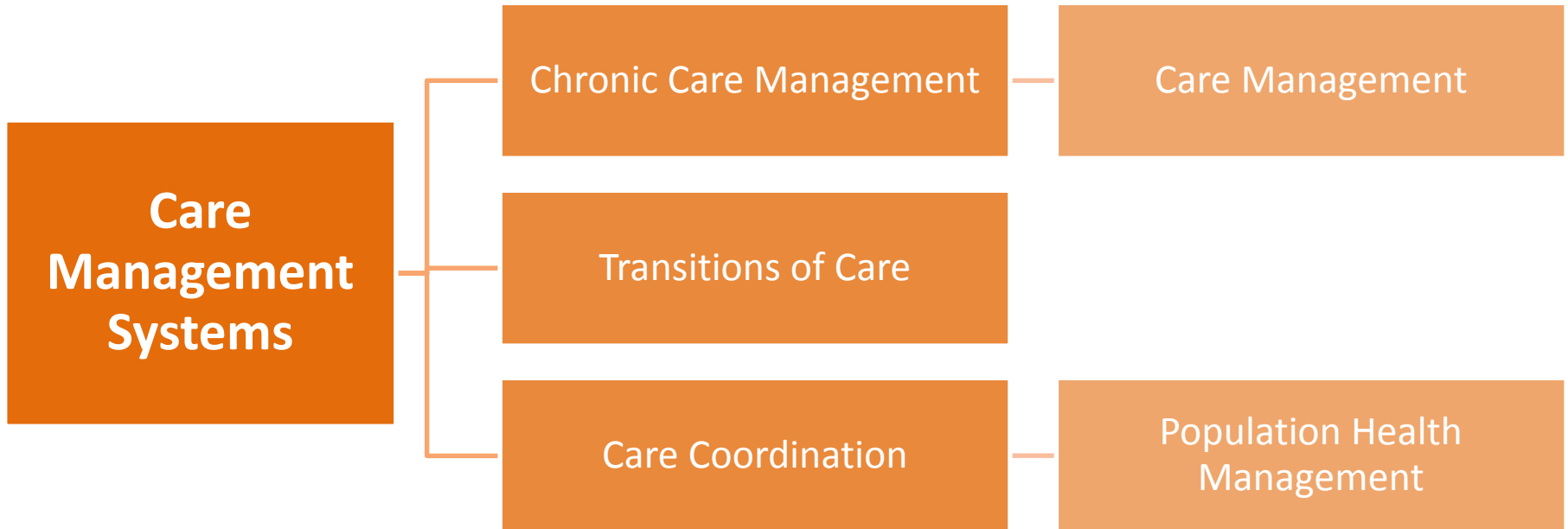
Building Continuity

What's Your Script?

Introducing Team Members to Patients and Families

- Greet and introduce by name

- State role on team

- Explain purpose/focus of interaction

Introducing Team Members to Each Other

- Introduce by name and role:
  - "I am a medical assistant, nurse, pharmacist…"

- Describe focus of work and contribution to team:
  - "I support the work of the team by…"

- Share information about specialized education, certification that relate to work with patients and families as useful:

- "I have specialized education in diabetes care"

Elements of Care Management

Care Management Systems

- Chronic Care Management
  - Care Management
- Transitions of Care
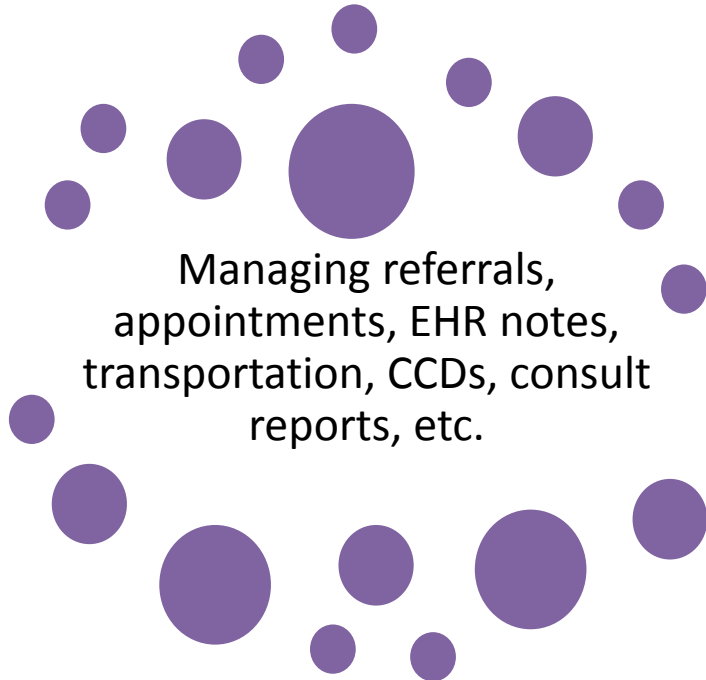- Care Coordination
  - Population Health Management

"Care Coordination is the deliberate synchronization of activities and information to improve health outcomes by ensuring that care recipients' and families' needs and preferences for healthcare and community services are met over time."

National Quality Forum (2014)

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Recognizing Success: Teams

Objective: Measuring Interprofessional "Teamness"

Tool: Assessment for Collaborative Environments (ACE-15)

Measures:
- Effective communication
- Clear roles
- Shared goals
- Mutual trust
- Measurable process and outcomes
- Organizational support

(15 questions, 5 minutes)

ACE-15: Homework

Purpose of the survey
- Get baseline attitudes toward care teams for participating learners

Who should take the survey?
- All members of your care teams, as well as any other staff involved with support/supervision of care teams

Due date
- Please have submission from staff no later than Friday, January 25th

Final Questions

Next module: January 31st at 1pm EST

Kelly Smith, Ph.D.
Sr. Director, Research
MedStar Institute for Quality and Safety