



# Team-Based Care: Improving Safety, Engagement, and Joy

## What is it?

Team-based care is a transformative method of delivering care that emphasizes teamwork. It includes many elements, such as:

- A care team that works collaboratively with the patient and family. The care team may include a provider, registered nurse, care team coordinator (medical assistant or licensed practical nurse), patient access coordinator, and even pharmacist, educator, or case manager.
- Daily huddles and regular care team meetings.
- Team documentation to allow the provider to spend more time in direct patient contact.
- Co-location of the care team in a space that fosters collaboration.
- Expanded standard rooming processes that may include functional and behavioral health screenings, agenda setting, coaching, and medication reconciliation. These processes help build relationships between the care team and the patient.
- Planned care principles, such as previsit planning, previsit labs, and advanced access to care.
- Warm handoffs, which are handoffs conducted in the patient's presence.

## Why is it important?

- Improved care outcomes for your patients
- Enhanced teamwork and communication between you, your staff, and your patients and their families
- Improved professional satisfaction

## How can I get started?

First, make the case to your institution, and then form a development team to design the team-based care model, establish policies to govern the model, and develop processes and procedures to implement the model.

## What providers are saying

"I don't spend all my time trying to figure out where to find something in the electronic health record. I spend it with my patient, talking to them about what is important to them, seeing what they aren't willing to tell me, and engaging them in decisions about their health."

"Team-based care puts the joy back in practice. It has restored a work-life balance, and we are using it as a recruiting tool, to attract students to primary care."

## What patients are saying

"I feel that I've gotten my doctor back. My doctor isn't in the computer the whole time."

For a full case study on team-based care, see the Agency for Healthcare Research and Quality, <http://www.ahrq.gov/professionals/quality-patient-safety/patient-family-engagement/pfprimarycare/index.html>.

