



Strategies to Implement and Optimize Team-Based Care in Your Practice

An effective teamwork strategy can immediately and positively affect patient safety and outcomes in every health care setting. Care teams should be backed by strategies and practical skills in order to achieve goals and overcome challenges.

As an active participant in the Improving the Health of Americans through Prevention and Management of Diabetes, Heart Disease and Stroke initiative being led by Quality Insights, it is recommended that your practice **implement at least ONE** of the following workflow improvements related to team-based care. The Quality Insights team is available to support your workflow modification efforts – **at no cost to your practice** – so please email [Ashley Biscardi](#) if any of the below workflow modifications and/or training opportunities are of interest to your practice.

Care Team Workflow Modifications

Below are some care team workflow modifications that are recommended by Quality Insights:

- Implement **care team huddles**. A practice team caring for complex patients must communicate and coordinate efforts among its members on a regular basis. Implementation of brief, in-person, scheduled meetings once or twice a day with relevant team members helps to ensure an efficient clinic day with fewer surprises. Huddles provide an opportunity to anticipate patient needs and prepare for changes in staffing and logistics so the day runs more smoothly. Over time, they can serve as a platform for additional practice improvement and role expansion.
- Utilize the CDC's [Community Health Worker Toolkit](#) (CHWs) to address the non-medical needs of patients living with diabetes and hypertension

- Partner with [local community pharmacists](#) to encourage medication adherence - especially for hypertensive, cholesterol and diabetic medications
- Partner with **local nutritionists** to allow for ease of patient referrals and feedback loop
 - [New Castle Resources](#)
 - [Kent Resources](#)
 - [Sussex Resources](#)
- Implement a [multidisciplinary team approach](#) to developing policies for chronic disease management (i.e. diabetes)
- Participate in the Agency for Healthcare Research and Quality's (AHRQ's) [TEAM STEPPS](#) training program and implement its recommended approach for office-based care
- Incorporate **team meetings to discuss staff roles** in patient care
- [Optimize already existing care teams](#) by helping team members clarify roles, tasks, and expectations; redesign workflow based on these things; and improve communication and problem-solving skills
- Incorporate [pharmacists into your care team](#), review the prescriptions filled forms to verify the pharmacy and your practice has the correct medications listed for patients
- Utilize a community health worker (CHW) to educate patients and their families about the importance of [lifestyle changes](#) and on [adherence to their medication regimens](#) and recommended treatments, and finding ways to increase compliance with medications
- Have a staff training session on [motivational interviewing](#) - your staff's positive and energizing interaction with patients can motivate patients to take the steps necessary to become healthy

Please consider selecting at least one workflow modification this year.

Quality Insights is available to support your workflow modification efforts at **NO COST** to your practice. Please contact a Quality Insights Practice Transformation Specialist today.

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