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10-1-2018

Champion Teams as a Mechanism for Developing Team Care Capacity

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Citation Information

Tolliver, Robert M.; Jaishankar, Gayatri; and Polaha, Jodi. 2018. Champion Teams as a Mechanism for Developing Team Care Capacity. Paper Presentation. *Collaborative Family Healthcare Association Annual Meeting*, Rochester, NY. https://cdn.ymaws.com/www.cfha.net/resource/resmgr/2016/Period_B_sessions.pdf

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Champion Teams as a Mechanism for Developing Team Care Capacity

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Session # B4

Champion Teams as a Mechanism for Developing Team Care Capacity

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Quillen College of Medicine - EAST TENNESSEE STATE UNIVERSITY



CFHA 18th Annual Conference
October 13-15, 2016 • Charlotte, NC U.S.A.



Faculty Disclosure

The presenters of this session have NOT had any relevant financial relationships during the past 12 months.

Learning Objectives

At the conclusion of this session, the participant will be able to:

1. Define the term “learning healthcare system” and its application to Champion Teams.
2. Describe the utility and keys to implementing Champion Teams.
3. Describe two examples of Champion Teams and the application of this mechanism to making data-informed changes toward team-based care in their own setting.

Learning Assessment

A learning assessment is required for CE credit.

A question and answer period will be conducted at the end of this presentation.

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Overview

- The context and the challenge
- Rationale for champion teams
- Example 1: *A fully integrated BHC*
- Example 2: *Screening for social determinants*
- An overview of champion teams



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The Context



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The Context



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The Challenge

*Collaborative training in team-based care in
appalachian primary care practices*

Reid Blackwelder (PI) and Beth Bailey (Co-I)
HRSA Primary Care Training and Enhancement



Getting the Evidence to the Endpoint



Champion Teams: A Definition

- Our implementation strategy for building team based care



Putting Wheels on All Our Good Stuff



Example #1: A Fully Integrated BHC

- Objective: To engage the practice in a fully integrated model of behavioral health service delivery.



Choosing the Team



Determining a Meeting Schedule

12:45-1:15 on Fridays:

- December 14, 2015
- January 22, 2016
- February 5, 2016
- February 19, 2016
- March 11, 2016
- May 13, 2016



Identifying Activities and Measurement Strategy

Activities

- More BHC visibility in atrium
- Fewer scheduled appointments
- You Tube PR

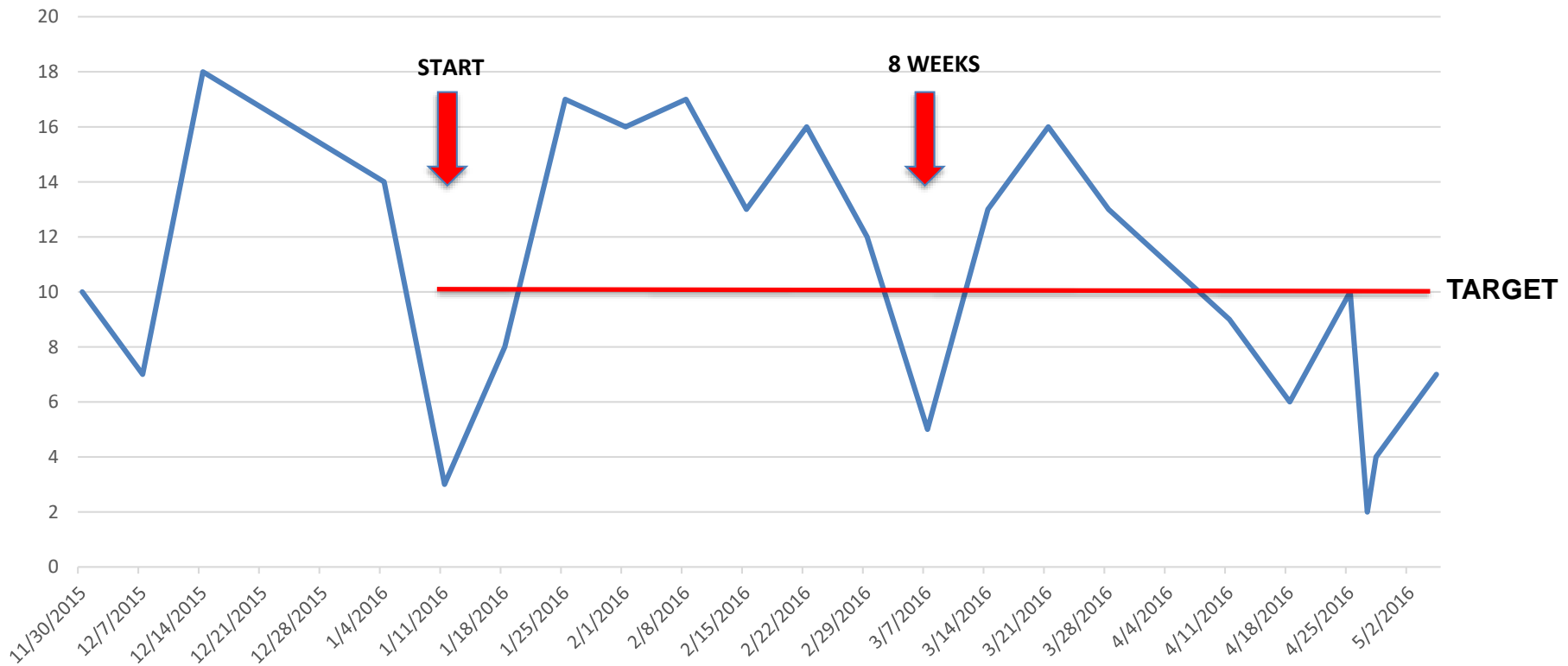
Measurement

- Scheduled appointments



Evaluating the Data

Number of Pre-Scheduled Appointments by Week



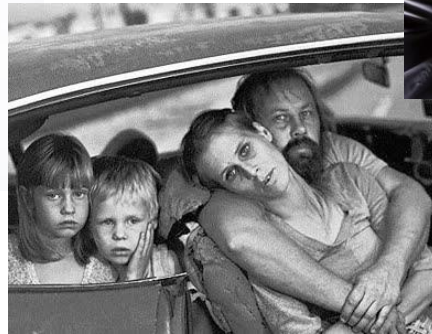
Anecdotal Outcomes

- Patients expect behavioral health services on site
- Providers prefer this model
- Culture change takes time



Example 2: Developing a Team Pathway for Addressing Social Determinants of Health

- Objective: To develop a brief screening tool that can be used to engage a clinical team care pathway around social determinants of health



Choosing the Team



Determining a Meeting Schedule

8:00-8:30 on Thursdays

- 2/22/16
- 3/17/16
- 4/14/16
- 4/28/16
- 5/25/16
- *8/29/16 – clinic roll out meeting
- 9/22/16



Identifying Activities and Measurement Strategy

Activities

- Paring down/adapting other measures
- Piloting measure to assess positive identification rate
- Development of a clinic-wide protocol including follow up plan

Measurement

- Provider adoption of screener
- Reach of team care and solutions



TEAM CARE

Patient Name _____ Date of Birth _____

Parent/Caregiver Name _____ Date _____

At ETSU Pediatrics we use a team approach. In order to make sure that we serve you to the best of our ability we want to make sure all of your needs are met. Please complete the questions below so that we can assist you or connect you with the resources you need.

	Check for YES	Check for NO
Do you have any problems reading, writing, or understanding English? <small>(Z55.0)</small>		
In the last six months did you ever run out of money or the ability to pay for food, housing, and utilities? <small>(Z59.80)</small>		
In the last six months have you ever worried about your own or someone else's alcohol or drug use? <small>(Z63.79)</small>		
Does your partner or anyone else hit you or say things to you that make you feel bad about yourself? <small>(Z84.89)</small>		
Are you feeling sad, hopeless or worried a lot of the time? <small>(F48.9)</small>		
Do you ever miss appointments because you do not have transportation? <small>(Z59.8)</small>		



Protocol

- ORANGE Screener
- Distributed by the front desk to every 6 mo and annual well visit
- Every family with a YES checked will be referred to Social Work via a warm-handoff or a task.
- Cannot bill for TEAM Care Screener
- Social determinant codes are listed for SOWK team to enter into EHR
- Codes are set to clear in 6 months
- Place screeners in box
- Rollout date: SEPT 26, 2016



Anecdotal Outcomes

No matter how much preparation happens beforehand, on site hands-on help during actual roll out is important

Several logistics come to light only with actual implementation

Trial/dry run was important part of the process

Helped connect the front/back office- unexpected but very exciting outcome



Champion Teams: Essential Elements

- Small team paves the way for practice-wide uptake
- Champions choose projects relevant to their site
- Utilizes QI methods, other best-practice strategies
- Efficient, realistic process
- Synchronized with clinical operations
- Grant-supported architecture




Champion Teams: Administration

Clinic-based members: *HRSA-supported members:*

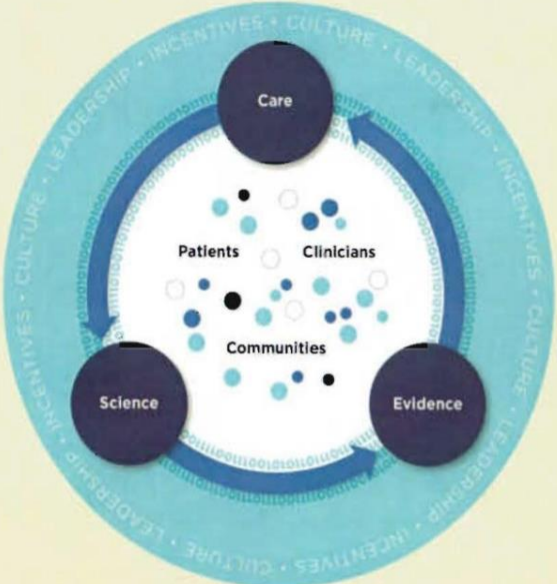
- In-house processes
- Informal vetting
- Real world perspective
- Review literature
- Data
- Funding
- Other resources



Learning Healthcare System



Continuous Learning, Best Care, Lower Cost



Care

Patients Clinicians

Communities

Science Evidence

LEADERSHIP • CULTURE • INCENTIVES • EVIDENCE

INSTITUTE OF MEDICINE
OF THE NATIONAL ACADEMIES
Advising the nation / Improving health

Champion Teams: Added Perks

- Grows a learning healthcare system
- Serves as faculty development: scholarly activity and transformative learning around clinical interest
- Provides opportunities for resident research/scholarly activity



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Session Evaluation

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Thank you!

