PCMH2: Team – Based Care

One of the key attributes for the PCMH model of care is the concept of team based care.

**Element D: The Practice Team — Must Pass**

The practice uses a well-functioning team approach to provide a range of patient care services by:

- **Factor 1:** Defining roles for clinical and nonclinical team members
- **Factor 2:** Identifying practice organizational structure and staff leading and sustaining team based care
- **Factor 3:** Having regular patient care team meetings or a structured communication process focused on individual patient care
- **Factor 4:** Using standing orders for services
- **Factor 5:** Training and assigning members of the care team to coordinate care for individual patients
- **Factor 6:** Training and assigning members of the care team to support patients/families/caregivers in self-management, self-efficacy and behavior change
- **Factor 7:** Training and assigning members of the care team to manage the patient population
- **Factor 8:** Holding regular team meetings addressing practice functioning
- **Factor 9:** Involving care team staff in the practice’s performance evaluation and quality improvement activities
- **Factor 10:** Involving patients/families/caregivers in quality improvement activities or on the practice’s advisory council

**Getting Started:**

See resources below.

**Documentation:**

Factors 1, 5, 6, 7: Staff position descriptions or responsibilities and
Factor 3: Description of staff communication processes and at three examples
Factor 4: At least one example of written standing orders
Factors 5-7: Description of training process, schedule, materials
Factor 8: Description of staff communication processes and sample
Factor 9: Description of staff role in practice improvement process or minutes demonstrating staff involvement
Factor 10: Dated documented process demonstrating how it involves patients/families in QI teams or advisory council

**Resources:**

http://www.safetynetmedicalhome.org/resources-tools/all-resource
(Scroll down to section related to Continuous and Team-based Healing Relationships)
  - Team based planning guidelines

http://www.ihi.org/resources/Pages/Changes/OptimizetheCareTeam.aspx
  - Optimize the Care Team