Team-Based Geriatric Care in the Ambulatory Setting

The Senior Health & Wellness Center Model

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PeaceHealth at a Glance

PeaceHealth is a Catholic, not-for-profit, health care system with medical centers, critical access hospitals, medical group clinics and laboratories located in Alaska, Washington and Oregon.
Senior Health & Wellness Center

Aim: To develop a comprehensive senior healthcare practice through an interdisciplinary team approach
Care Model Influences

• Geriatric Interdisciplinary Teams in Training (GITT)
• Lean Thinking; “Voice of the Customer”
• Institute for Healthcare Improvement (IHI) Breakthrough Series on the Chronic Care Model
• IHI Idealized Design of Clinic Office Practice
• RWJ/IHI Pursuing Perfection
• Other: PACE; PCMH
Chronic Care Model

Community
- Resources & Policies

Health System
- Self-Management Support
- Delivery System Design
- Decision Support
- Clinical Information Systems

Productive Interactions
- Informed, Activated Patient
- Prepared, Proactive Practice Team

Improved Outcomes
Senior Health & Wellness Center Team

- Acute, Chronic & Consultative Care
- Community Geriatrics
- ACE Unit
- Facility & Workflow Design
- Care Coordination
- Pharmacist
- Community Connections
- EMR
- Patient Volunteers

PATIENT: Christa with Team
What Have We Learned?

- Model of care has features that produce better outcomes
- Teams don’t just happen, requires formalized training
- Physician leadership and commitment is essential
- Requires ongoing maintenance and practice
- Planned, coordinated care
- Protocol-driven processes (standardization)
- Involve patients and caregivers; Patients and families are “partners”, not just “consumers”
Team-Based Care vs. Teamwork

• “Teamwork” – a mode of functioning between individuals (relationship-centric)

• “Team-based care”- a specific approach to the delivery of health care that is based on facilitating teamwork among participants, often through structured protocols or processes (process/task-centric)
Advancing Team-Based Care

“Connect the Dots”
- Registry of team-based care projects
- Create learning communities

Research
- Definition of TBC
- Role of patients & families
- Measures tool development
- Relationship to outcomes of quality & cost

“Best Practice” Development
- Team Member competencies
- Team development
- Dissemination of Best-Practices