Team-Based Care

What is Team-Based Care?

Many behavioral healthcare services already offer a team approach.

Team-based care is defined by the National Academy of Medicine as “the provision of health services to individuals, families and/or their communities by at least two health providers who work collaboratively with patients and their caregivers - to the extent preferred by each patient - to accomplish shared goals within and across settings to achieve coordinated, high-quality care.”

How to do Team-Based Care

Besides the common team-based approaches in behavioral health, there are other ways to use a team approach:

- Engage members in opportunities to develop patient-centered, team-based practices, policies and procedures.
- Develop, communicate and use the practice’s philosophy of patient-centered team-based care.
- Hire team members and train them on patient-centered, team-based care.
- Clearly define the roles of each team member and create mutual trust
  - The more complex task, the clearer the roles should be.
  - Suspected role ambiguity and conflict should be discussed immediately.
  - Ownership or responsibility for tasks should be communicated routinely to foster thinking.
  - Document the roles and identify when roles are shared.
- Establish open, safe communication processes.
Create well-defined and appropriate team goals.
  • Tie goals to organizational objectives and mission.
  • Link the goals to quality-improvement initiatives.
  • Incorporate goal discussions in every meeting.

Allow a real-time, structured yet flexible decision-making process.

Celebrate team accomplishments.

Practice inter-disciplinary team-based care (behavioral health professionals, primary care professionals, peer support specialists).

**Why Do Team Based Care?**

- Improved safety, better communication and better clinical outcomes.
- Creates capacity and overall access to care.
- Reduced hospital admission, 30-day readmissions.