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 most 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 the 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.