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.

- ⊘ Estabish 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.