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.