Traditional vs Transformed Office

Traditional : Everyone works for the doctor.

Transformed: Everyone works for the patient.

Traditional: The "magic" of the medical care starts when the doctor enters the room with the patient.

Transformed: The "magic" of the medical care starts when the patient enters the office, or even before with pre-planned visits.

Characteristics of High Functioning Health Care Team

- Shared goals
- Clear roles of each team member
- Shared knowledge and skills
- Effective timely communication
- Mutual respect
- Can-do optimistic attitude of team members

Shared Goals:
More than "Excellent Care"

Does our team know what our specific quality goals are?

How do we help every member of the team know the current health care goal of the patient?

Clear Roles of Team Members

- Mutual understanding of the expectations of each member with time to do it

- Standing Orders – lead to shared responsibility

- Consistency within a practice: "style" vs "best practice"

EXAM ROOM 1

LOCKED
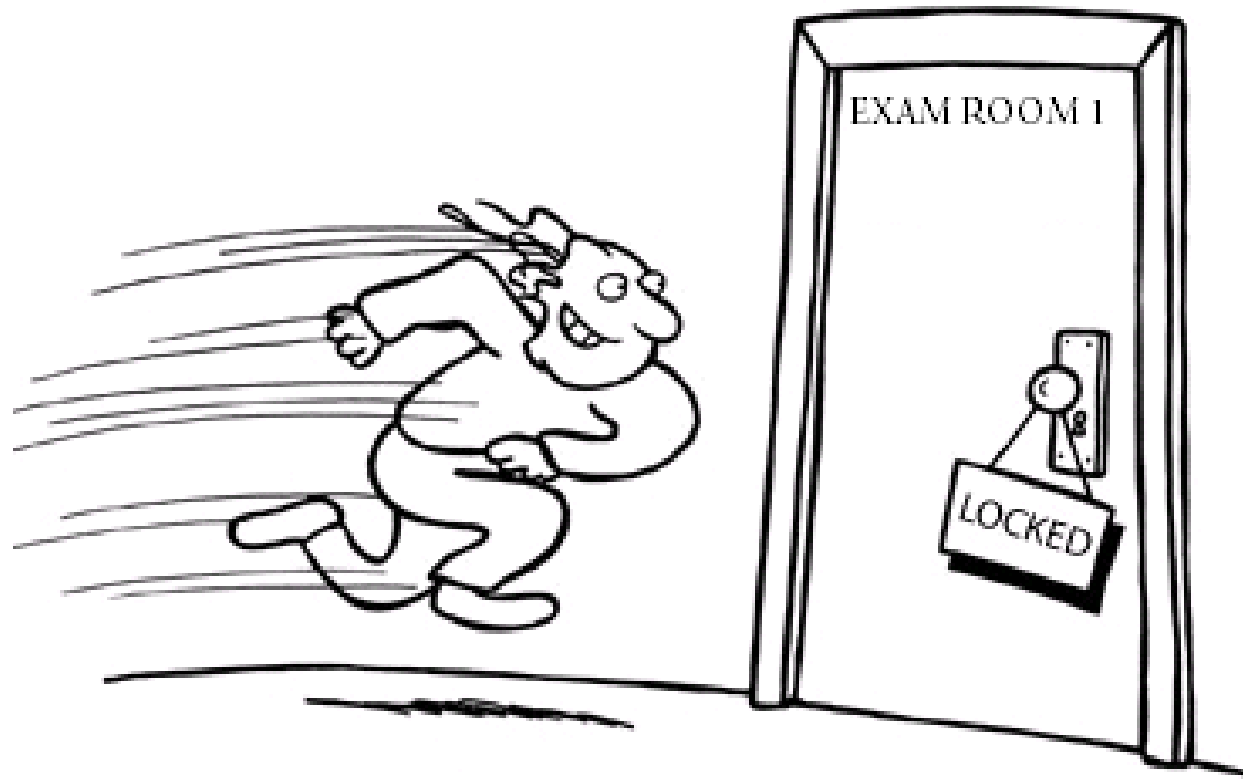
Transdisciplinary Team Function
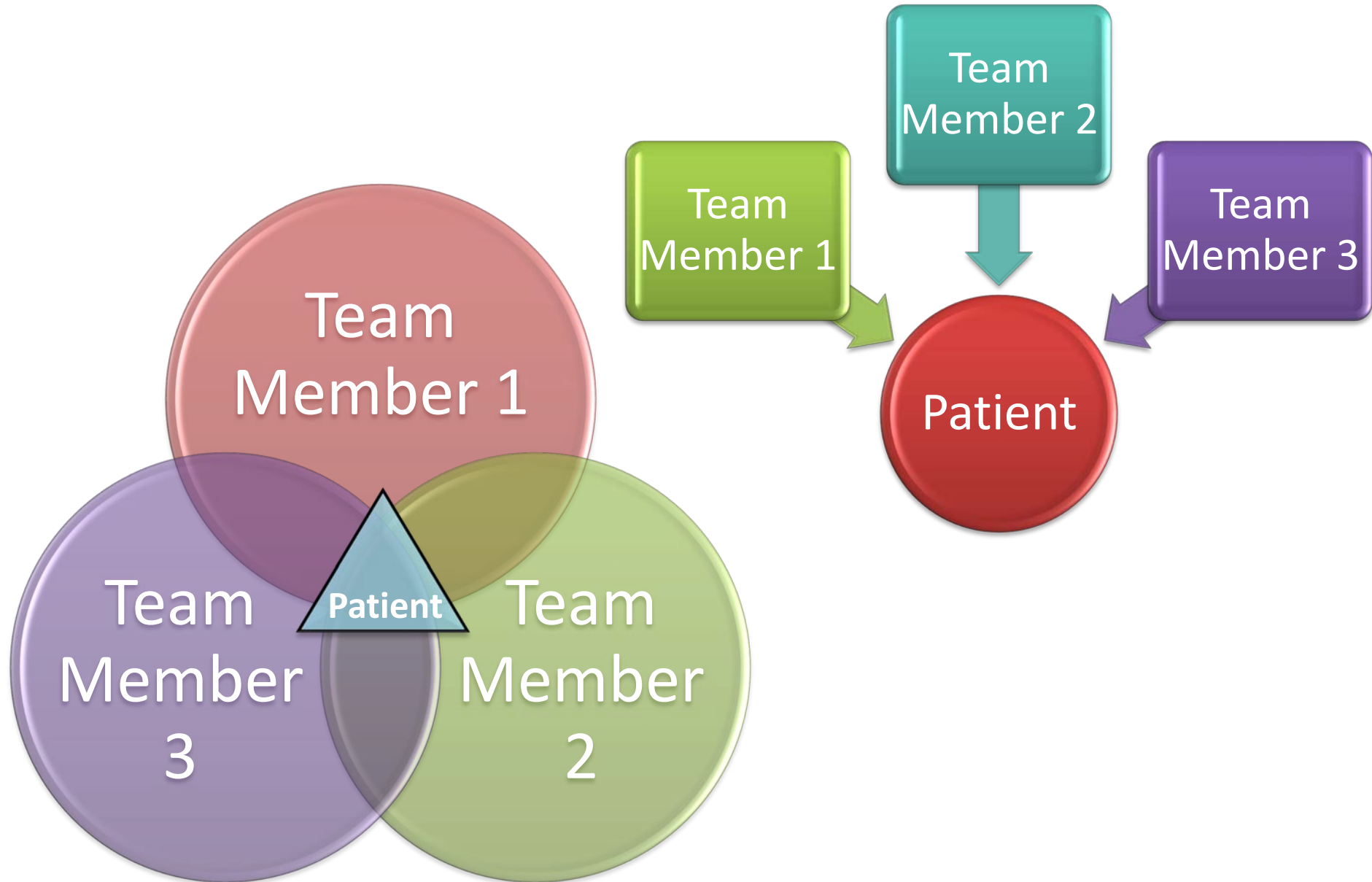
Shared Knowledge and Skills

- Training!!
- Transformation from "doctor knows all and does all" to team members share in information and care
- We share in patient care more effectively when we are comfortable that our team members have high performance
- Training time saves time

Effective Timely Communication

- Ground rules for the team
- Pre-visit planning
- While patient is in office
- Post-visit
- Performance and Feedback – "rhythms of conversation"

Mutual Respect

- Of course we do….

- BUT --front/back issues; anyone/doc issues

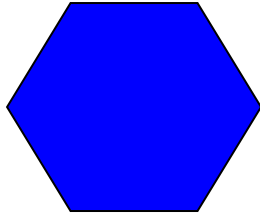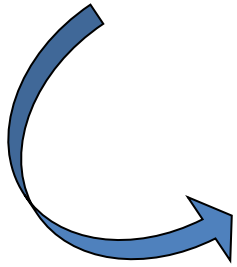- Deliberately set the culture of feedback and mutual problem-solving

Optomistic Can-Do Attitude

- Nothing shares better than a bad mood

- Sponsors are key in this – set the mood

The Patient's Path
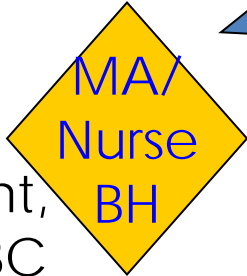
Patient uses e-planning
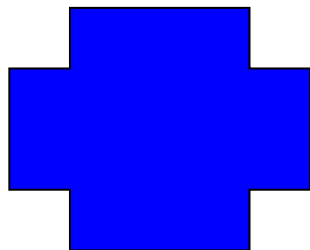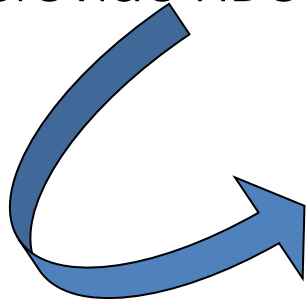
Greets patient and introduces form and acknowledges e-plan receipt

Warm greeting, elicits agenda, activates patient, may provide HBC

MA/ Nurse BH

Elicits questions, Makes connections, Provides education, Resources, F/U Support, beh change Tx, counseling

MA/ Nurse BH

Makes connection, confirms, elicits, and negotiates agenda, provides care, promotes self management

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