



## AHA Team Training

# A CULTURE OF TEAM-BASED CARE IMPROVES VALUE

May 12, 2021

Sponsored by:



AHA CENTER FOR HEALTH  
**INNOVATION**

# Upcoming Team Training Events

## *Webinars*

**June 9, 2021 | 12:00 – 1:00 PM CT**

[Register here!](#) “Smart Transitions of Care: Fostering the Team that a Recovering Patient Needs”

**Bonus Webinar: June 16, 2021 | 12:00 – 1:00 PM CT**

[Register here!](#) “Leveraging Co-create to Improve Throughput and Care Coordination in the ED”

**July 14, 2021 | 12:00 – 1:00 PM CT**

[Register here!](#) “Transforming Care Through Age-Friendly Health Systems”

## *Virtual Courses & Workshops*

**Recover and Renew: Virtual Resiliency Program, July 21 - 22**

This virtual program is designed to support clinicians in light of the unprecedented experiences of the pandemic and reconnect with the sources of their resilience. Participants build a stronger base of awareness, endurance and resilience and explore specific leadership strategies to create a more resilient team culture. [Register today](#) for AHA Members. Confirm whether your organization is a member.

## *Online Community Platform*

[Join Mighty Network](#) to access exclusive content and connect with your peers to share stories, tools, and content.

# AHA's Advancing Care Conference

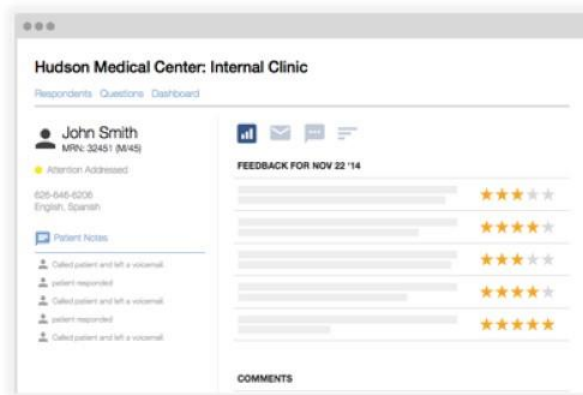
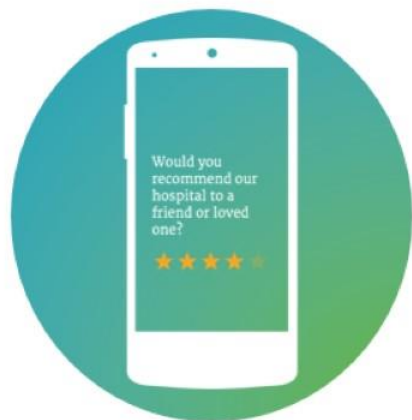


Interested in learning more about Team Training's new conference? [Check out our website for more information!](#)

We help health systems  
improve their patients' &  
employee experience  
through real-time  
feedback and service  
recovery

Quality  
Reviews

# How it Works



## Some Notable Clients



Memorial Sloan Kettering  
Cancer Center



Mount  
Sinai



VANDERBILT  HEALTH



ROCHESTER  
REGIONAL HEALTH



Quality  
Reviews

[q-reviews.com](http://q-reviews.com)

**Jill Yarberry**  
**Vice President, Patient**  
**Experience**

[Jill@q-reviews.com](mailto:Jill@q-reviews.com)

141 W. 28th Street  
9th Floor  
New York, NY 10001

## Today's Presenter's



Thomas Guck, Ph.D.  
*Professor, Director of Behavioral Health,  
and Vice Chair, Department of Family  
and Community Medicine*  
**Creighton University School of  
Medicine**



Kristy Brandon Keefner, PT, DPT  
*Physical Therapist, and Assistant Clinical Professor  
(cs), Department of Family and Community  
Medicine*  
**Creighton University School of Medicine, CHI  
Creighton University Medical Center-University  
Campus**



Todd DeFreece  
*Vice President of Operations*  
**CHI Creighton University  
Medical, Center-Bergan Mercy**



## Today's Presenter's Cont.

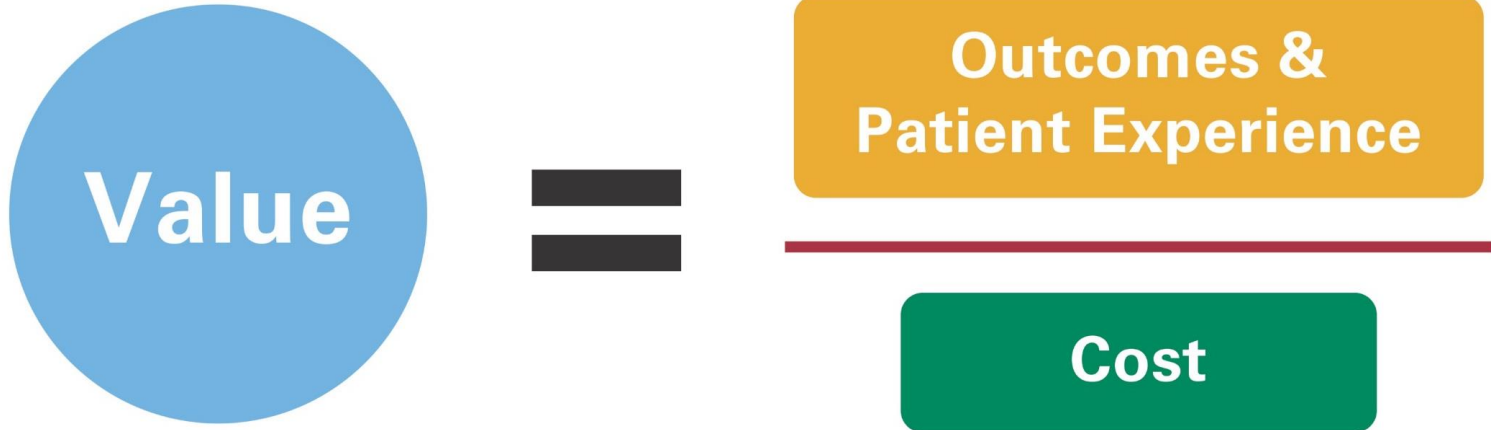


Amy McGaha, Roland L. Kleeberger, *M.D.*  
*Professor and Endowed Chair, and Director of  
Clinical Learning Environment. Department of  
Family and Community Medicine*  
**CHI Health -Creighton University Medical Center-  
University Campus, Creighton University Center  
for Interprofessional Practice Education and  
Research**



*Moderator: Julia Resnick, MPH  
Senior Program Manager*  
**American Hospital Association**

# Addressing Affordability Through the Lens of Value



# Affordability Through Value-based Strategies

## Redesign the Delivery System

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- Coordination of care
- Clinically integrated networks
- Primary Care Medical Homes
- Chronic care management
- Telehealth
- Community-based alternatives
- Community partnerships including public health

## Improve Quality and Outcomes

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- Address equity of care and health disparities
- Evidence-based care/ analytics
- Reduce clinical and operational variation
- Eliminate unnecessary utilization
- Advanced medical technologies
- Personalized medicine
- Health literacy levels
- Environmental challenges

## Manage Risk and Offer New Payment Models

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- Move to value-based payments
- Population health management
- Address social determinants
- High-need/high-cost approaches
- Partner/own health plan

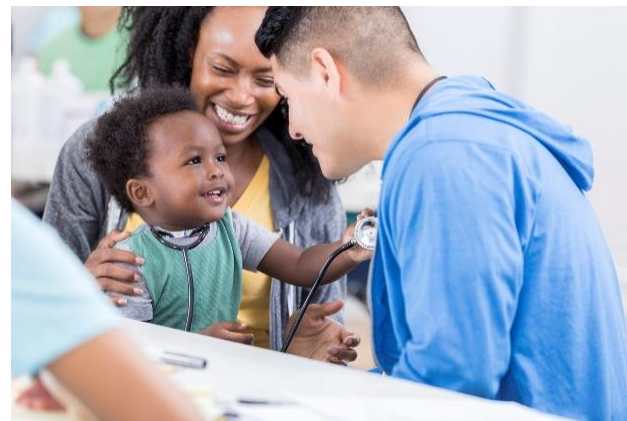
## Implement Operational Solutions

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- New process improvements
- Cost reductions
- Utilize cost accounting and data
- Support clinicians' practices to their level of education
- Create a culture geared to value not volume

# THE Value Initiative

- **Issue Briefs:** Start the conversation
- **Executive Forums:** Perspectives and strategies
- **Innovative Activities:** Real solutions that promote value
- **Members in Action Series:** Success stories from the field
- **Voices on Value:** Expert insights from outside the field
- **Data:** Trends and support for federal policy solutions



You are invited to explore The Value Initiative at:  
[www.aha.org/TheValueInitiative](http://www.aha.org/TheValueInitiative)

# Today's Objectives

## Participants will..

- Describe what it takes to build a culture of team-based care
- Identify key elements of a successful team-based care program
- Identify outcomes metrics to measure the value of team-based care
- Describe opportunities to train students to deliver team-based care

# University Clinic Department of Family and Community Medicine



# Mission

- As **CommonSpirit Health**, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.
- In **Creighton's Jesuit**, Catholic tradition, the mission of the School of Medicine is to improve the human condition with a diverse body of students, faculty and staff who provide excellence in educating learners, health care professionals, and the public; advancing knowledge; and providing comprehensive patient care.
- Family (and Community) Medicine's Biopsychosocial model
- We are the living expression of **Cura Personalis**.

# Service Matches Shared Mission

- Downtown/Midtown/North Omaha
- Creighton University Student Care Contract
- Nebraska Department of Health and Human Services
  - Refugee care since 2008
- Charles Drew, Siena Francis, TestNebraska,
  - Many Community Events
- Inpatient Service – CUMC-Bergan and Immanuel



# University Clinic Outcomes

- Prior to 2017, Lack of high-quality data directly examining the effects of the IPECP on clinical outcomes
- Our 1st Study
  - Ann Fam Med 2019;17:S82. <https://doi.org/10.1370/afm.2428>.
  - Reductions in:
    - ED visits - 89.7% -> 73% (Total visits 3.4 > 2.2)
    - Hemoglobin A1c - Average 10.3% -> 9.5% (In patients with A1c >9)
    - Hospitalizations - 37.8% -> 20.1%
    - Patient costs - 48.2% decrease in median total charges
- 2nd Study
  - In Press
  - Sustained original outcomes for 2 additional years
  - Replicated initial results in 2 additional patient cohorts.
- Staff Engagement and Satisfaction

# What is Interprofessional Education and Collaborative Practice? (IPECP)

- Interprofessional education:
- Occurs when students (or health care workers) from multiple professions learn about, from, and with each other to enable effective collaboration and improve health care outcomes
- Collaborative practice:
- Occurs when multiple health workers from different professional backgrounds work together with patients, families, caregivers, and communities to deliver high quality care

# Team strategies

Rounding

Collaborative  
Care  
Planning

Warm  
Handoffs

Teamlets

Shared  
Decision  
Making

# IPECP Team Members

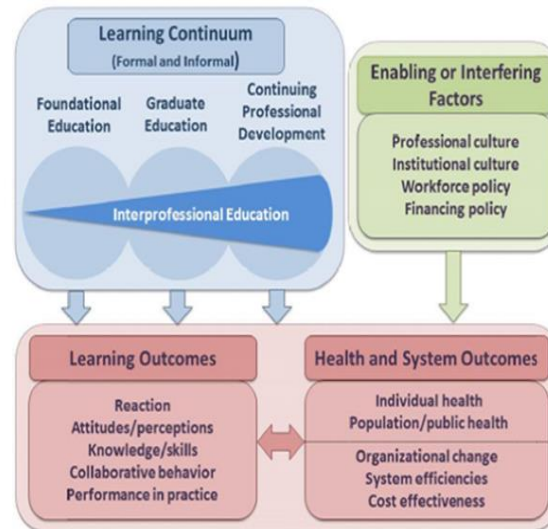
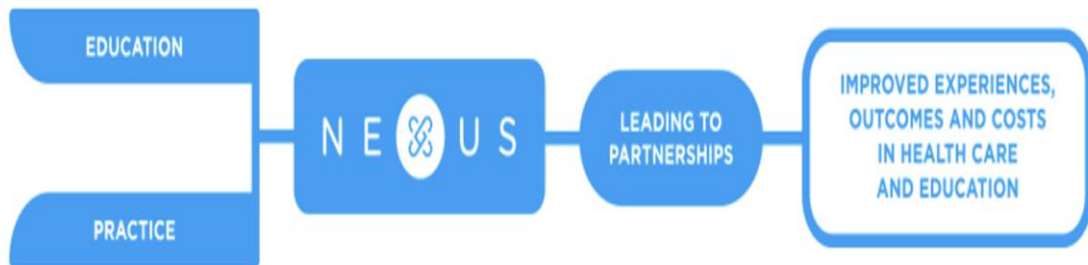
The IPECP members in our clinic include but are not limited to:

- Administration
- Behavioral health specialists
- Clinical care coordinators
- Community link workers
- Diabetes educators
- Clinical pharmacists
- Front desk staff
- Medical assistants
- Nurse practitioners
- Occupational therapists
- Physicians
- Physician assistants
- Physical therapists
- Psychologists
- Residents/Fellows
- Security team
- Social workers
- Students

## Collaborative Care Model



# IPECP Then and Now



# University Clinic Culture: Teamwork

- Teamwork Mottos
  - *Assume positive intent*
  - *Everyone teaches, everyone learns*

# IPECP Teaching Mission

- Student Teaching
  - Family Medicine Residency (est. 1970) and FM-OB Fellowship (est. 2016)
  - Over 40 M1/M2 students in ACE program at University Campus
  - M3 students on Family Medicine Clinical Rotation
  - Interprofessional Education Students and Residents
    - From Creighton University Health Sciences Programs
    - Medical Assistant and Social Work students from other local schools
- Teaching Innovation
  - NCQA Level 3 PCMH Certification
  - CPC+ Practice Site
  - Interprofessional Education and Collaborative Practice (IPECP)
  - Early adopter of Telehealth (April 20, 2020)
- Faculty and Staff Development
  - In past 7 years : 10 resident graduates have taken CHI Health Clinic positions.
  - 3 Medical Assistants hired from refugee community

# University Clinic Team





# Teamwork References

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Creighton  
UNIVERSITY  

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School of Medicine



**CHI Health**



**Questions? Stay in Touch!**

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