

TEAM BASED CARE STRATEGIES IMPROVE JOB SATISFACTION

APEX MODEL TO SUPPORT
PRIMARY CARE PHYSICIANS

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MEDICAL SCRIBES TO
SUPPORT PRIMARY CARE
PHYSICIANS

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COMPLEX CARE
MANAGEMENT SERVICES IN
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WHAT IS TEAM BASED CARE?

Moving From “I” To “We”

- The National Academy of Medicine:

“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 accomplish shared goals within and across settings to achieve coordinated, high quality care”
- *Fundamental to this approach is the belief that, when practices draw on the expertise of a variety of provider team members, patients are more likely to get the care they need.*
- *Berlin Health in Green Bay Wisconsin implemented the team based care model in 2014 and today 92% of physicians and staffed surveyed stated they are satisfied with their jobs*

AHRQ: Creating Patient-centered team based primary care: <https://pcmh.ahrq.gov/page/creating-patient-centered-team-based-primary-care#tocIntro>

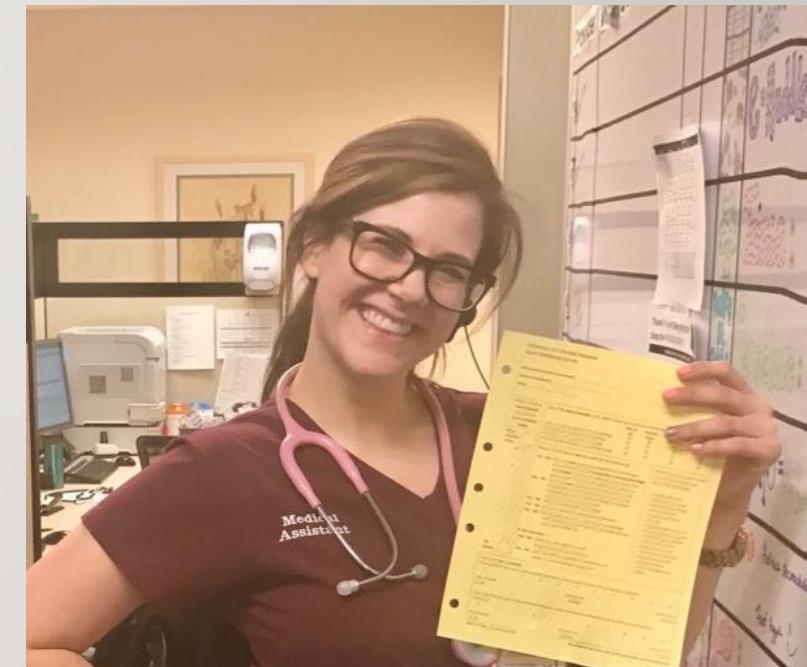
AMA: Job Satisfaction at this health system is 92% Find out why: <https://www.ama-assn.org/practice-management/physician-health/job-satisfaction-health-system-92-find-out-why>

THE APEX MODEL OF CARE

(ALSO KNOWN AS PRIMARY CARE REDESIGN)



- Increased MA-to-Provider ratio
- Expanded scope of practice for Medical Assistants
- Implementation of standing orders
- Review of preventive care gaps
- Additional in-room documentation support



A Team-Based Care Model That Improves Job Satisfaction

<https://www.thehappymd.com/hubfs/Documents/Journal%20Articles/FPM-APEX-CareRedesignarticle-2018.pdf>

MEDICAL SCRIBES AS PART OF THE CARE TEAM



<https://jamanetwork.com/journals/jamainternalmedicine/fullarticle/2701617>

INTEGRATED BEHAVIORAL HEALTH SPECIALISTS IN PRIMARY CARE



Handing this patient
off to a behavioral
health specialist gives
me reassurance!



COMPLEX CARE MANAGEMENT SERVICES IN PRIMARY CARE



TEAM BASED CARE: A KEY DRIVER IN ADVANCING THE QUADRUPLE AIM

