

# Benefits of team-based care



## FOR DOCTORS

### Job satisfaction Work-life balance

The integration of nurses, allied health providers or non-clinical staff enhances clinical and administrative supports for physicians and improves practice efficiency; resulting in higher clinician/staff satisfaction and work-life balance.<sup>(1;2)</sup> For example, team members can help physicians by providing preventive care, managing chronic conditions, and documenting patient care.<sup>(2)</sup>

**Dr Danielle Weisgarber, Rosedale Medical Clinic in Summerland:**

*"The days I am not working in the clinic, I worry about my patients, their tests, etc. The model at Rosedale allows me to have support so that, when needed, I can step back and take care of myself, without my patients suffering."*<sup>(3)</sup>



## FOR PATIENTS

### Continuity of care

High functioning teams can improve continuity of care by strengthening the relationship between patient and their family physician and members of the health care team.<sup>(6)</sup>

### Timely access

Collaboration between physician and non-physician team members can improve timely access to basic primary care, after-hours care, and extended health services resulting in an increase in patient satisfaction.<sup>(6)</sup>

### Chronic disease management

Team members can help physicians with preventive care, planning, counselling, and follow-up services resulting in improved health and wellness for patients with chronic conditions.<sup>(6)</sup> For most individual family physicians, there is unlikely to be enough time in a workday to provide all guideline recommended preventive care and all guideline recommended services to manage chronic conditions for their panel of patients.<sup>(4;5;7)</sup>

**Dr Elizabeth Rhoades, South Island Division:**

*"Today...people live much longer with complex illnesses, and our population is aging. That means physicians carry a larger case load of patients who need much more attention than in the past. It's very difficult to manage all of that when you're alone and in your own practice. It takes a whole team to properly manage patients today."*<sup>(3)</sup>



## FOR THE HEALTH CARE SYSTEM

### Cost

Patients that have regular access to team-based care in a family practice are less likely to require emergency medical services than those who do not, resulting in lower cost to the health care system.<sup>(8)</sup>

**Dr Melanie Madill, Chilliwack Primary Care Clinic:**

*"The clinic has been a big success. After stabilizing some very vulnerable patients...we are able to transition them to family doctors in the community, which is changing the frequency of ER visits and hospital stays."*<sup>(3)</sup>

### Learn more about team-based care:

1. Hopkins & Sinsky Team-Based Care: Saving Time and Improving Efficiency. 2014. [www.aafp.org/fpm/2014/1100/p23.pdf](http://www.aafp.org/fpm/2014/1100/p23.pdf)
2. Bodenheimer & Sinsky From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider. 2014. [www.annfammed.org/content/12/6/573.full](http://www.annfammed.org/content/12/6/573.full)
3. FPSC. PMH and PCN Stories. [www.fpsc.bc.ca/what-we-do/patient-medical-home-and-primary-care-networks/stories](http://www.fpsc.bc.ca/what-we-do/patient-medical-home-and-primary-care-networks/stories)
4. Ostbye et al. Is There Time for Management of Patients With Chronic Diseases in Primary Care? 2005. [www.annfammed.org/content/3/3/209.full.pdf+html](http://www.annfammed.org/content/3/3/209.full.pdf+html)
5. Yarnall et al. Primary Care: Is There Enough Time for Prevention? 2003. [www.ncbi.nlm.nih.gov/pmc/articles/PMC1447803/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1447803/)
6. CFPC. Best Advice: Team-Based Care in the Patient's Medical Home. 2017. [www.patientsmedicalhome.ca/files/uploads/BAG\\_TeamBasedCare\\_ENG-1.pdf](http://www.patientsmedicalhome.ca/files/uploads/BAG_TeamBasedCare_ENG-1.pdf)
7. Bodenheimer et al. The 10 Building Blocks of High-Performing Primary Care. 2014. [www.annfammed.org/content/12/2/166.full](http://www.annfammed.org/content/12/2/166.full)
8. Khan et al. Primary Health Care Teams and Their Impact on Processes and Outcomes of Care. 2008. [www.statcan.gc.ca/pub/82-622-x/82-622-x2008002-eng.pdf](http://www.statcan.gc.ca/pub/82-622-x/82-622-x2008002-eng.pdf)