
Team-based care within the primary care practice: Outcomes & characteristics

Summary

Time required to delivery care:

- To meet guidelines for chronic disease management and prevention, solo physicians would need to work between 22 and 27 hours per day and reorganize their practices so that they spent almost 50% of their time in chronic disease management and a third of their time in prevention.(1, 34)
- With effective team-based care, physicians are estimated to need to work a maximum of 9 hours per day. (34)

Team-based primary health care has been associated with the following outcomes:

- Improved chronic disease management. (3–14, 32, 36)
- Increased patient satisfaction. (8,15–18)
- Improved quality of care. (3–14, 19, 32, 33, 36)
- Successful implementation of primary care innovations such as the patients medical home. (2,20)
- Reduced emergency room use and hospitalization in some studies. (4,10,11,21).
- Improved health outcomes. (10,12,15,16,21, 33, 36)
- Improved access to care: Sharing the care with nurses, nurse practitioners and other allied health care team members improves access. (30,31)

Higher-performing primary care teams can achieve even greater outcomes:

- The stronger the team effectiveness the better the following outcomes:
 - Better clinical outcome measures (8, 36)
 - Lower burnout(24, 35, 36)
 - Higher patient satisfaction.(16,23)
 - Higher-quality care.(22, 36)

Key components of a high-performing team:

- According to the research evidence, the following characteristics have a positive association with team functioning:
 - Role clarity (37, 38)
 - Co-location (37, 42-44)
 - Common vision, mission & goals for the practice (37, 39)
 - Leadership (37)
 - Transparent processes (37)
 - Regular, effective communication, including daily huddles. (38-41)
 - Capacity for improvement (40)

After investing in team development, studies reported the following outcomes:

- Higher job satisfaction and morale.(25,26)
- Team members felt more autonomy.(26)
- Improvements in communication.(25)
- Improvements in quality of care & patient outcomes.(25,27–29)
- Increased patient satisfaction.(27)
- Improved teamwork processes.(28,29)

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