

Case Study: Replicating a Team-Based Care Pilot Across Primary Care

Martina works as a Nurse Practitioner at a Community Health Center that has chosen a team-based care model as part of their value-based reimbursement initiative. The pilot project has gone extremely well, and early metrics are encouraging enough that leadership has decided to broaden the roll-out to include all Primary Care practices.

Martina has been handed the responsibility for the roll-out. While an exciting opportunity, it has its challenges:

- The pilot team was made up of top performers and their success is not surprising. Martina is concerned that replicating the program may not produce the same results in the same timeframe.
- She heard the CFO make a presentation that shows financial benefits happening as soon as the program is in place and wonders if that is realistic.
- Medical Assistants in this organization have historically been underutilized. Many of the good ones left once they saw that there was little room to stretch and grow. Those who are left are not known for taking initiative.
- Finally, for all its benefits, team-based care will require clinicians to do things differently. This has been a challenge in the past and there are some providers who have so far been able to avoid participating in change initiatives due to their tenure and/or unwillingness to try something new.
- Her first task is to select her team. She has two weeks to pull together a plan to share with the CMO who is sponsoring this work.

Building the leaders our society needs through real-world work experiences.