

Example of traditional practice versus team-based care (Note: This is a sample case; no actual patient information is shown.)

Mary is a 58-year-old with a 15-year history of Type 2 diabetes complicated by elevated blood pressure. Mary has a BMI of 35 and has struggled with weight control since young adulthood. Mary was recently seen because of recurrent headaches, fatigue and depressive symptoms. She was found to have an HbA1c of 9.7% and a blood pressure of 186/110.

| | Traditional Practice | Team-Based Care |
|--------------|---|---|
| Pre-visit | <ul style="list-style-type: none"> The day before the appointment, the front desk person calls Mary to remind her of her appointment. | <ul style="list-style-type: none"> Several days before the visit, the front desk person calls Mary to remind her of the appointment and schedules routine labs to be completed before the visit. <ul style="list-style-type: none"> RN care manager reviews labs the day before the visit and notes any preventive care needs. |
| | <ul style="list-style-type: none"> Provider reviews chart before she walks in the room. | <ul style="list-style-type: none"> During the huddle, the care manager reviews Mary's lab results and informs team that Mary is due for an eye exam. |
| Mary's Visit | <ul style="list-style-type: none"> Mary checks in. | <ul style="list-style-type: none"> When Mary checks in, the care coordinator schedules the eye exam. |
| | <ul style="list-style-type: none"> Medical assistant collects vitals. | <ul style="list-style-type: none"> Medical assistant collects vitals, sets the visit agenda with Mary and preps her for the visit. The MA scores the PHQ, and Mary's score is 15. |
| | <ul style="list-style-type: none"> Provider reviews and addresses HbA1c and blood pressure. <ul style="list-style-type: none"> Mary starts to cry and says that she is exhausted. | <ul style="list-style-type: none"> Provider asks Mary about the problem as she sees it. <ul style="list-style-type: none"> Mary ends up expressing how overwhelmed she feels. The provider then introduces the BH Specialist and moves on to her next patient. The BH specialist completes a brief assessment in the exam room. |
| | <ul style="list-style-type: none"> Provider tells Mary to call the insurer to find out about BH therapy. | <ul style="list-style-type: none"> Assessment reveals a history of depression and panic attacks several times per week since caring for sick husband. The BH specialist educates on how stress can impact Mary's health and teaches stress management techniques. |
| | <ul style="list-style-type: none"> The provider adjusts HTN medication and insulin dose. | <ul style="list-style-type: none"> The pharmacist works with Mary to understand her meds and reviews dosing. The pharmacist makes suggestions to the provider. |
| | <ul style="list-style-type: none"> Provider once again urges patient to exercise and lose weight. Asks Mary to complete labs on her way out. Provider informs Mary to come back in one month and front desk schedules the appointment. | <ul style="list-style-type: none"> Co-creates plan of care with Mary in the visit <ul style="list-style-type: none"> Stress management self-care with BH follow-up Antidepressants are adjusted Referral to dietitian Coordinates respite services Begins participation in church activities RN to follow-up by phone in two weeks Uses teach-back to ensure Mary understands the plan and provides her with a written copy. |
| | <ul style="list-style-type: none"> Provider will review Mary's labs results at her follow-up visit. | <ul style="list-style-type: none"> Care Coordinator completes referrals and transportation to eye appointment and schedules follow-up with team RN. Mary's progress is tracked and reviewed in team huddles. |
| Outcomes | <p>Mary ends up in the hospital due to taking old and new blood pressure pills.</p> | <p>Mary reports increased energy and decreased depression and anxiety. Her panic attacks completely resolve. She starts exercising and meeting with friends again. Her BP falls to target levels and her HbA1c is at 6.3%.</p> |