

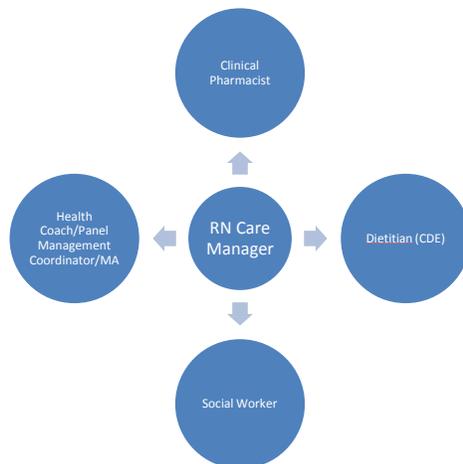
**FOUNDATIONS OF HIGH-PERFORMING AMBULATORY CARE: TEAM-BASED CARE AND PANEL
MANAGEMENT WORKSHOP – June 15, 2017**

Alameda Health System: A Team-based Care Approach to Chronic Care Management

- 1) What is your intervention and what results have you seen in PRIME as a result of your efforts?

AHS' primary intervention for diabetes control is the development and implementation (and spread) of a chronic care team at each primary care clinic (adult medicine service). We anticipate spreading to other chronic conditions down the road. AHS will consider PQI-90 and readmissions data when selecting future target populations.

With clinical oversight and guidance from a patient's primary care provider, a multidisciplinary team of healthcare professions will support patients in self-managing their chronic condition(s). A registered nurse will serve as the care manager for all eligible patients, and will utilize other subject matter experts including a clinical pharmacist, registered dietitian, and licensed clinical social worker.



- 2) What processes or workflows did you implement or adapt?

Our Highland based site initiated a chronic care service approximately two years ago. A second site is in the early stages of implementation. A number of processes were put in place (and continue to be refined including: 1) referral processes (warm handoff, EHR referral), 2) handoffs between members of the team, and 3) tracking mechanism (i2iTracks).

- 3) What was the biggest initial hurdle to start this work? Or: What is the biggest challenge to spreading the intervention to multiple clinic sites?

- Defining/agreeing on roles and responsibilities (dependent on staffing)
- Balancing provider referrals that fall outside program criteria
- Evaluating effectiveness
- Space

- 4) What lessons can you share about patient engagement for this intervention?

- To build utilization (and trust) allow referrals that fall outside the program criteria
- Warm handoffs are a great strategy to promote patient engagement (need to balance with appointment schedule)
- Motivational interviewing is a great tool to use with this patient population!