A Nurse-Led Interprofessional Care Team

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Objectives

• Outline activities involved in the development and implementation of an interprofessional care team at a nurse managed health center

• Illustrate team challenges/successes
Grant Objectives

• Project established around Health Resources Services Administration (HRSA) grant

• Goals
  ◦ Establish nurse-led interprofessional care team at existing rural health clinic
  ◦ Provide interprofessional learning experiences
  ◦ Increase access to quality care
  ◦ Improve patient outcomes
Archer Family Health Care

- Nurse-managed health center
- Established in January 2001
- Mission - to provide cost-effective quality health care to underserved in rural North Central Florida
Care Team Members

• Identify core team
  ◦ Nursing
  ◦ Medicine
  ◦ Patient

• New positions
  ◦ Mental Health ARNP-expansion
  ◦ Clinical pharmacist
  ◦ Case manager
  ◦ Quality improvement coordinator/electronic health record facilitator
AFHC Team Members

- Case Manager
- Nurse Practitioners
- Medicine
- Pharmacy
- Nursing
- Office Manager & Support Staff
- Patient
Activities to Develop Care Team

• Kick-off meeting
  ◦ Team-building exercises
  ◦ TeamSTEPPS® modules introduced to team
  ◦ Team surveys

• Team retreat
  ◦ Reviewed survey results
  ◦ Established plan of action
  ◦ Created team goals
    ◦ Communication
    ◦ Dissemination of knowledge/increased visibility
    ◦ Practice management and operations
Plan of Action

• Identification of patients who meet criteria for participation

• Develop process for notifying team of patient enrollment/participation

• Format for case conferences

• Method of shared documentation
Measurable Outcomes

• Team performance and satisfaction
  ◦ Team questionnaires

• Patient focused
  ◦ Satisfaction with care
  ◦ Perception of health
  ◦ Hospital admissions before and after team participation
  ◦ Clinical health outcomes
    ◦ HbA1C
    ◦ COPD Assessment testing
    ◦ PHQ9
Challenges/Interventions

• New concept of care
  ◦ Expert consultation in interprofessional education and teams
    ◦ TeamSTEPPS® model
  ◦ Defined concept
  ◦ Developed mission/goals of interprofessional team
  ◦ Evaluation/review of job responsibilities and reassignment of duties if needed
Challenges/Interventions

• Multiple participants with varied educational background
  ◦ Participation of all staff/providers/students
  ◦ Ensure directions/discussions are clear and appropriate for education level
  ◦ Ensure understanding of activities
Challenges/Interventions

• Getting the whole team together
  ◦ Planned meeting times
    ◦ Allows for structured meetings
    ◦ Fosters communication
  ◦ Provide agenda
    ◦ Clearly defines purpose and goals of meeting
    ◦ Expectations outlined
Challenges/Interventions

• Implementation of model/workflows
  ◦ Prepared workflows, documented and reviewed before implementation
  ◦ Sought feedback from team members

• Conflict within team
  ◦ Identified measures to address conflict
    ◦ Time out
    ◦ Encourage open communication
    ◦ TeamSTEPPS®
Successes

• Organization support
  ◦ Funded project from HRSA
  ◦ Four Health Science Center Colleges involved
    ◦ Nursing
    ◦ Pharmacy
    ◦ Medicine
    ◦ HPNP
Successes

- Formation of daily team huddles
- Launch of patient portal
- Student engagement
  - Nursing-DNP projects, BSN student involvement
  - Medical-summer research project, collaboration with DNP student
Successes

• Team
  ◦ Full team involvement-staff and providers
  ◦ Improved relationships
  ◦ Communication
  ◦ Suggestions and feedback-revision of workflows

• Clinical Outcomes
  ◦ HbA1C
  ◦ Improvement in preventive care services
  ◦ Patient engagement with patient portal
Care Team in Action
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Questions