Team Based Diabetes Care

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Primary Care Community Outreach Worker
Development of the Care Team

**Care Teams Initiated**

- A referral coordinator, patient care coordinator, nurse, 2 FTE providers

**Additions**

- Clinical pharmacists and behavioral health providers

**More recently...**

- Community Outreach Workers and more structured patient self-management programs
Non-Provider Care Team Roles

CHWs and Diabetes Educators
- Reinforce education, work to help patients set goals, medication titration

Behavioral Health Providers
- Work with patients who struggle to balance health concerns

Clinical Pharmacists
- Collaborate with providers to maximize medication therapy in balance with lifestyle

Nurses
- Reinforce education, work to help patients set goals, medication titration
Referrals

• Referrals to clinical pharmacy and behavioral health are ordered in the patients chart and involve warm-handoffs.

• Others through chart routing and staff messaging

• CHW involved in warm hand-off referrals
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<th>CHW Supervision and Support</th>
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<td>Work independently for day-to-day activities.</td>
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<td>Report directly to the Clinic Manager and meet once a month.</td>
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<td>Share cases with social workers and the Behavioral Health manager for guidance and advice</td>
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<td>New CHWs shadow more experienced CHWs.</td>
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<td>Standardized documentation and work with the Operations Manager to ensure work is within scope of practice.</td>
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Other CHW Considerations

- Standardization of work and documentation is critical.

- CHWs should network with other agencies that provide services.

- Consider panel size for CHWs (at Virginia Garcia two CHWs see approximately 100 patients/month).

- Avoid promising too much, remember that CHWs cannot solve all patient problems.
Diabetes Care Team Challenges
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<th>Pitfalls and Solutions</th>
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<td>Knowing when patients are ready to engage with support and remembering who and how to refer</td>
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<td>Clinical pharmacy struggled with large number of referrals for low-risk, low-complexity patients</td>
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<td>Low attendance and no-shows to diabetes education classes.</td>
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<td>Patient life circumstances make it difficult to maintain them in care (homelessness, lack of communication and/or transportation)</td>
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Has Virginia Garcia seen improvements since implementing team based care?
At Virginia Garcia we provide high quality health care for those who need it most.

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FIND CARE

https://virginiagarcia.org/
Questions and Discussion