

POLICY & PROCEDURE



TITLE: The Practice Team				
Scope/Purpose: To ensure patients are receiving the best possible services by providing team-based care to its population				
Division/Department: All HealthPoint Clinics			Policy/Procedure #:	
Original Date: 8/7/2014			Replacement for:	
Date Reviewed:	Date Revised:	Implementation:	CPIC Approved:	Board Approved:
October 2015		10/22/2015	10/22/2015	
Responsible Party: Operations Officer; Director of HealthPoint Initiatives				

DEFINITIONS:

N/A

POLICY:

1. Each team member, clinical and nonclinical, will have a job description defining its roles and responsibilities which emphasize a team-based approach to care.
2. Huddles will be held daily in the morning or afternoon by the care team – providers, medical assistants, lab technicians, front office staff, and clinic manager. Huddles may include the following actions:
 - a. Huddle Checklist
 - i. Review schedule
 1. Discuss any openings that can be filled and instructions for scheduler, where emergencies can be accommodated, and any scheduling conflicts.
 - ii. Review patient flow
 1. Discuss which patients may slow things down, verify appropriate templates have been pulled in, acknowledge patients with active alerts, and evaluate equipment and supply needs
 - iii. Wrap Up
 1. Review action items, and huddle efficiency
 - b. In between daily huddles, communication will be facilitated between the provider and staff through direct contact, email exchange, or through HealthPoint’s electronic health record system.

3. All standing orders/protocols will be developed and approved by the Chief Medical Officer and our Compliance and Performance Improvement Committee.
 - a. Staff will be made aware of all standing orders/protocols at hire and during staff monthly meetings.
4. All patients are asked to select a preferred provider. There are differing specialties of care within HealthPoint and patients are directed to the care that most closely fits their needs and by patient preference. Care is coordinated with the patient's care team who is trained on the referral process, workflow for lab and diagnostic imaging results, communicating with community organizations, health plans, facilities, and specialists, as well as other information related to a patient's care.
5. Training will be provided to all staff upon hire and on an ongoing basis. Assessment of training needs will be determined through annual skills evaluations, competencies needed to perform job position, and through performance evaluations completed by the clinic manager. Training will be provided during team meetings, and if needed, at additional scheduled times. Training includes but is not limited to:
 - a. HIPAA and patient privacy
 - b. Care Coordination
 - c. Patient self-management, self-efficacy, and behavior change. Use of the EHR Preventive Medicine Self-Management section will be tracked to ensure skill attainment.
 - d. Population Health – pre-visit planning with provider, using alerts to remind patients of needed services.
 - e. Communication Skills – customer service training, vulnerable population training.
 - f. Huddles – scheduling, content, timing, attendees.
6. Team meetings will be held on regular bases (at least quarterly). Meetings will include clinical as well as nonclinical staff. The purpose of the team meeting will be to discuss practice and staff operations. Team meetings may include, but are not limited to the following topics:
 - a. What is working well and what may need improvement
 - b. Staff roles and responsibilities
 - c. Performance measurement data (i.e. MU scores, UDS scores)
 - d. Quality improvement efforts
 - e. Training
 - f. Agency updates
7. HealthPoint's Compliance and Performance Improvement Committee meets monthly to review processes and to identify whether quality improvement activities need to be implemented. If action is required, a Quality Improvement team is established at the agency or site level.

RELATED POLICY:

Huddles Policy and Procedure

Quality Management Plan

- HealthPoint Staff Roles in Practice Evaluation and Improvement Process
- HealthPoint Staff Roles in Practice Evaluation and Improvement Process Flow Map

REFERENCES:

See also

REQUIRED BY:

2014 PCMH Standard 2: Team-Based Care
Element D: The Practice Team
Factors: 1-9

ATTACHMENTS/ENCLOSURES:

Huddle Checklist

POLICY/PROCEDURE TRACKING FORM

TITLE: The Practice Team				
Scope/Purpose: To ensure patients are receiving the best possible services by providing team-based care to its population				
Division/Department: All HealthPoint Clinics			Policy/Procedure #:	
Original Date: 08/07/2014			<input checked="" type="checkbox"/> New <input type="checkbox"/> Replacement for:	
Date Reviewed:	Date Revised:	Implementation:	CPIC Approved:	Board Approved:
October 2015		October 22, 2105	October 22, 2015	
Date of Revision		Description of Changes		