Improving Teamwork and Patient Empowerment in Primary Care
Through Interprofessional Education
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Objectives
- Discuss the impacts of broadening the definition of the healthcare team to include all persons within a practice in primary care.
- Explain how interprofessional education around population health can improve teamwork in primary care environments.
- Analyze how the patient experience differs with team education in population health concepts.

Background/Problem
- Primary care teams are looking to transition from provider-centric to team-based practices.
- Some team members do not recognize the value they bring to the team (i.e. un-licensed, supportive staff).
- Many team members completing new team-based tasks, but not recognizing the impact on patient outcomes. (i.e. goal setting, barrier assessment).

Solution
Team-based education on population health that will:
- Redefine the healthcare team.
- Clarify the rationale for population health related tasks.
- Encourage team collaboration and patient empowerment.

Historically, teams were provider-led with little collaboration among all staff in an office.

Evidence shows the most effective primary care teams are inclusive of all team members. This includes licensed, un-licensed, and supportive roles.

Each team member has a unique impact to the patient experience. This ranges from a simple phone greeting to providing medication reconciliation to giving directions in the lobby.

Healthcare Team Redefined

Engagement of Learners

Transformed Patient Experience

1. Health in the United States
   - Challenges in Accessing Care
   - Care Delivery: Past, Present, Future

2. Population Health
   - Health Promotion
   - Role of Health Advocacy
   - Continuity of Care
   - How to Make it Work

3. Patient-Centered Medical Home
   - Historical Background
   - Role in Chronic Care Management
   - Role of Staff

4. Empowering Patients, Transforming Lives
   - Behavior Change
   - Engaging Patients
   - Needs, Goals, and Barriers
   - Motivational Interviewing

5. Application to Practice
   - Skills Check
   - Presentation to Practice
   - Live Simulation
   - Reflective Paper

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