



Strategies to Implement and Optimize Team-Based Care in Your Practice

An effective teamwork strategy can immediately and positively affect patient safety and outcomes in every health care setting. Care teams should be backed by strategies and practical skills in order to achieve goals and overcome challenges.

As an active participant in the [Delaware Division of Public Health's Quality Improvement in Hypertension and Uncontrolled Diabetes](#) work being led by Quality Insights, your practice is recommended to **implement at least ONE** of the workflow improvements related to team-based care.

The Quality Insights team is available to support your workflow modification efforts **at no cost to your practice**. Please contact your Quality Insights Practice Transformation Specialist for assistance to explore which of these workflow modifications and/or training opportunities can benefit your practice.

Protocol & Workflow Actions

	Refer all patients with hypertension and/or prescribed medications for hypertension (excluding those who have had a cardiac event in the last year, afib/arrhythmias, or have/are at risk for lymphedema) to the Delaware Division of Public Health's Healthy Heart Ambassador - Blood Pressure Self-Monitoring Program (HHA-BPSM). Download the patient and provider flyers for more information.
	Community organizations can support your care team and enhance patient education. Educate your care team on available evidence-based lifestyle change programs and establish a referral process to Centers for Disease Control and Prevention (CDC) recommended offerings, including the National Diabetes Prevention Program , Diabetes Self-Management Education and Support (DSMES) , Weight Watchers (WW) , and Take Off Pounds Sensibly (TOPS) .

	Implement annual staff training to review appropriate procedures for obtaining an accurate blood pressure.
	All members of the care team can play a role in addressing social determinants of health (SDOH). Learn more in the Quality Insights SDOH Practice Module and consider implementing a standardized workflow utilizing the PRAPARE tool.

Practice & Clinical Solutions

	Review the “Key Features of High-Performing Care Teams” in the Quality Insights Care Teams Practice Module at a staff meeting. Discuss and evaluate whether your practice is a high-performing team. Utilize the linked resources for further team development ideas.
	Participate in Quality Insights no cost academic detailing on the topics of diabetes prevention and management and hypertension . Contact your local Quality Insights Practice Transformation Specialist for more information.
	Create a team-based hypertension care management plan, including: <ul style="list-style-type: none"> • Partner with the Healthy Heart Ambassador Blood Pressure Self-Monitoring Program (HHA-BPSM) and utilize specially trained health coaches who will teach them simple yet proven ways to better manage and understand blood pressure, physical activity, healthier eating habits, and more. • Implement a home blood pressure loaner program with a staff member acting as program champion and roles for other members of the team. Talk to your Quality Insights Practice Transformation Specialist for assistance.
	Implement a team-based care management plan to address high cholesterol. <ul style="list-style-type: none"> • Educate all members of the care team on lifestyle change programs such as Weight Watchers (WW), and Take Off Pounds Sensibly (TOPS) for patients with high cholesterol. Include providers who are key in patients accepting the recommendations.
	Collaborate with pharmacists to improve medication adherence. Learn how you can refer patients on diabetes and/or hypertension medication for NO COST medication therapy management (MTM) offered through the Delaware Division of Public Health. Download the MTM e-course flyer or talk to your Quality Insights Practice Transformation Specialist for details.
	Contact the Delaware Pharmacists Society to connect your patients with MTM. If your patients may benefit from a pharmacist consult, they can email their name and phone number to delawarepharmacistsociety@gmail.com . One of the 40 diabetes certified pharmacists, located in all parts of the state, will contact them and help with their medication needs.