The Impact of Interprofessional Teams in a Nurse-Led Clinic

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Learning Objectives

- Describe the development and implementation of an interprofessional nurse-led care team in a rural health center
- Discuss metrics to assess teamwork effectiveness in an interprofessional care team
- Review data on clinical outcomes, quality of care, and satisfaction with care
Background

• Team established around HRSA NEPQR grant-3 year award

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

- Nurse-led rural health clinic
- Established in January 2001
- Mission - to provide cost-effective quality health care to underserved in rural North Central Florida
Activities to Develop Care Team

• Core team
• New positions/hires
• Kick-off meeting
  ◦ Team-building exercises
  ◦ TeamSTEPPS® modules and concepts introduced to team
  ◦ Baseline surveys of team members
    ◦ Repeated every 6 months
Activities to Develop Care Team

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

- Patient
- Nurse Practitioners
- Medicine
- Nursing
- Office Manager & Support Staff
- Pharmacy
- Case Manager
## Student Participation

<table>
<thead>
<tr>
<th>Students</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Total all years</th>
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</thead>
<tbody>
<tr>
<td>BSN</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>19</td>
</tr>
<tr>
<td>APN</td>
<td>4</td>
<td>5</td>
<td>9</td>
<td>18</td>
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<tr>
<td>Pharmacy</td>
<td>4</td>
<td>11</td>
<td>7</td>
<td>22</td>
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<tr>
<td>Medicine</td>
<td>0</td>
<td>4</td>
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</table>
Development of Care Team Processes

• Identify patients who meet criteria for participation (goal enrollment = 60)
  ◦ Focus on diabetes, depression and COPD

• Design format for case conferences

• Method of shared documentation
Development of Care Team Processes

• Evaluation plan for participants
  ◦ Clinical indicators
    ◦ Diabetes – HbA1c
    ◦ COPD – COPD Assessment Test (CAT)
    ◦ Depression – PHQ-9
  ◦ Hospitalizations, ER visits
  ◦ Patient satisfaction and perception of health
    ◦ Patient-Reported Outcomes Measurement Information System (PROMIS 29)
Results
TeamSTEPPS® Team Perceptions Questionnaire

<table>
<thead>
<tr>
<th></th>
<th>Dec-14</th>
<th>Mean</th>
<th>Jul-15</th>
<th>Mean</th>
<th>Jan-16</th>
<th>Mean</th>
<th>Jul-16</th>
<th>Mean</th>
<th>17-Apr</th>
<th>Mean</th>
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<tbody>
<tr>
<td>TEAM STRUCTURE</td>
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<td>LEADERSHIP</td>
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<td>SITUATION MONITORING</td>
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Clinical Outcome Results

• Interprofessional care team (n = 60)
  ◦ Diabetes - 50
  ◦ Depression - 16
  ◦ COPD - 11

• Diabetes
  ◦ Mean baseline HbA1c = 8.92%
  ◦ 53.33% (24 of 45) participants experienced a one point or more reduction in HbA1C
  ◦ 51% were able to maintain a HBA1c of 7% or less
Average HbA1C > 365 days Participation

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Remeasurement 1</th>
<th>Remeasurement 2</th>
<th>Remeasurement 3</th>
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<tbody>
<tr>
<td><strong>HbA1C</strong></td>
<td>9.13</td>
<td>8.25</td>
<td>8.68</td>
<td>8.38</td>
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</tbody>
</table>

\( R^2 = 0.369 \)
Clinical Outcome Results

• Depression
  ◦ 46% (n=23) had mild, moderate or severe depression as defined by the PHQ-9
  ◦ 50% experienced a reduction in the severity of their depression as self-reported by PHQ-9
  ◦ 35% (n=8) had a reduction in depressive symptoms significant enough to change category of symptom severity

• COPD
  ◦ Small sample size (n=9)
  ◦ 6 patients had more than one CAT assessment
  ◦ 50% reported a two or more point reduction in COPD symptoms during their participation in the program
# PROMIS-29 Outcomes

<table>
<thead>
<tr>
<th>Goal</th>
<th>% of Respondents Achieving Outcome</th>
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<tbody>
<tr>
<td>Anxiety</td>
<td>33.33% (6/18)</td>
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<tr>
<td>Depression</td>
<td>27.77% (5/18)</td>
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<tr>
<td>Fatigue</td>
<td>33.33% (6/18)</td>
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<tr>
<td>Pain Interference</td>
<td>44.44% (8/18)</td>
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<tr>
<td>Physical Function</td>
<td>27.77% (5/18)</td>
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<tr>
<td>Sleep Disturbance</td>
<td>22.22% (4/18)</td>
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<td>Ability to Participate in Social Activities</td>
<td>38.88% (7/18)</td>
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Utilization of Health Care Services

- **ED visits**
  - Prior: 7 individuals accounted for 11 ED visits
  - After: 8 individuals accounted for 8 ED visits

- **Hospitalizations**
  - Prior: 16 individuals accounted for 26 hospitalizations
  - After: 20 individuals accounted for 36 hospitalizations
    - 2 participants accounted for 13 hospitalizations-high utilizers

- **Prevalence of preventive interventions documented**
  - Prior: 25 of 60 (42%)
  - After: 56 of 60 (93%)
Summary

• Standardized evaluation of team competencies is a useful tool to identify strengths and weaknesses and guide development of activities to enhance functioning of a nurse-led care team

• Clinical outcomes data indicate a positive impact of team care

• Impact on utilization difficult to quantify but may be affected indirectly by improving outcomes and providing preventive services
Acknowledgments

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Questions