

### *What is Team-Based Care?*

Team-Based Care is a best practice care coordination model designed for adults or children who need aid navigating multiple systems of care. The key tools and processes involved in Team-Based Care include:

- Eco Map
- Domain Cards
- Coordinated Services Plan
- Care Conferences
- Shared Care Planning

### *What Benefits Does Team-Based Care Provide?*

Research has shown that coordinated care leads to improved health outcomes for patients and higher satisfaction with their care. Additionally, providers benefit from greater support and efficiency in service delivery through this communication and collaboration model.

### *Who Can Benefit from Team-Based Care?*

Team-Based Care is aimed at adults or children with chronic or acute mental, physical health, and social needs who are receiving services from multiple providers or need connection and coordination to providers. Below are of scenarios that may be triggers for consideration to engage folks in a team-based care approach and/or program:

- Have three (3) or more chronic health and/or social health conditions and one of the following below:
  - Have chronic conditions not currently adequately managed
  - Have been admitted to the hospital two or more times in past 6 months or have they been to emergency department three or more times in past 6 months
  - Are underserved for a developmental or cognitive disability
  - Have had recurrent challenges in educational systems in past 3 months
  - Have had multiple encounters with public safety in past 3 months

### *How Can Team-Based Care Accessed?*

Case managers who are unfamiliar with Team-Based Care but believe their clients would benefit from additional support and services can take the following steps:

1. **Identify Support Network:** Ask your client who supports them, either professionally or personally. If they cannot name any support, ask if they are interested in having a lead case manager to coordinate their care team. This can be done by utilizing the Eco-map tool or through conversation.

2. **Obtain Consent:** Ensure client signs a release of information form.
3. **Verify Primary Care Provider Services:** Ask if the client has a primary care provider. If they have a Primary Care Provider, call the practice to see if they have a Community Health Team (CHT) member who is already assisting the client.
  - If there is a CHT member assisting the client, check to see if there is already a care team in place.
  - If not, refer them to VCCI using this [referral form](#).
4. **Engage Other Service Providers:** Reach out to any identified service providers to gather more information and convene a care conference.
5. **If needed, consult with Field Director:** Contact your Field Director for guidance on presenting the case to the appropriate team:
  - Adult Local Interagency Team
  - Coordinated Service Plan Team (for child/youth)
  - Community Health Team

By following these steps, case managers can effectively implement Team-Based Care to improve outcomes for their clients.