

## THE REAL ROI FROM TEAM-BASED PRIMARY CARE: INCREASED PANEL SIZE

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The single greatest measurable return on investment (ROI) for team-based care is increased panel size. Sharing of responsibilities across an entire team allows for expanded capacity through enhanced efficiency in workflows. This is relevant in any organization, large or small, as hospitals and organizations seek to respond to urgent calls from patients for more access and convenience in their primary care practices.

While increased panel size is beneficial in fee-for-service models because it opens up more capacity for patient visits, it is a critical component of success under value-based payment models. Per member per month (PMPM) payments encourage greater outreach to patients outside of the office visit setting, leveraging technology and predictive analytics to manage population health through secure email and texting options, telehealth, and personalized care management.

Capacity for larger patient panels translates to enhanced practice revenue when PMPM payments increase with the absolute number of attributed lives. Team-based care allows a practice to utilize all of its members, building strong relationships with patients and families to engage them around their unique health and well-being concerns.

Stronger patient engagement leads to better health outcomes and reductions in total cost of care. Leveraging a team-based model of care helps organizations create the delivery system infrastructure necessary to succeed in newer, risk-bearing payment models.

Other components of team-based care include:

- Co-location of provider and clinical support staff in a single “flow station,” increasing communication and collaboration in real time
- Pre-visit planning to close care gaps and utilize standardized clinical protocols to manage chronic illnesses proactively
- Daily morning huddles to check in with the team and identify potential bottlenecks as well as opportunities to work patients in to the schedule
- The Four-Stage Office Visit, during which the physician talks with and examines the patient while the clinical assistant documents findings in the medical record in real time

[See how one large, multispecialty clinic engaged Stroudwater to assist in the implementation of a team-based model of care for its primary care practices as it contemplates next steps in preparing for success under a risk-based ACO model.](#)