Team-Based Care: Do Patients Have the Same Expectations and Experiences as Providers?

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**Background**

- Virtually all systems are struggling to provide adequate access while combating provider burnout.
- High functioning health care teams have better patient satisfaction, yield better patient outcomes, and suffer less burnout.
- Trends in 2022 Employee Engagement data for Michigan Medicine were explored focused on employee engagement, teamwork, and patient satisfaction.
- There was no correlation found between staff perception of team functioning and patient perception of team functioning or overall patient experience.
- The purpose of this study was to further explore the findings of the prior analysis by investigating patients’ experiences and expectations of team-based care.

**Methods**

**Stage 1: Patient Interviews**
- Participants: Four primary care patients with complex care coordination needs
- Study Design: Qualitative Case Study
- Interview Method: Semi-structured interview guide transcribed verbatim
- Coding Strategy: Inductive approach over two rounds
- Emerging themes were identified, and care team maps created

**Stage 2: Focus Group**
- Stage 1 results were presented to a university hospital patient advisory council in September 2023
- Participants: Group of patients and administrators facilitated by C-IPE members
- Data Collection Method: Comprehensive notes were taken at meeting
- Notes were analyzed in comparison to thematic analysis from Stage 1

**Results: Stage 1**

- Four major themes emerged from patient interviews including Communication/Teamwork, Emotions/Reactions, Advocacy, and Challenges/Barriers.
- Representative Quotes:

  "...But it's not a kind of team where like in when I worked in special education and... you had all the various disciplines actually sitting around the table... That's not gonna happen." – Participant 3

  "I think that the primary care physician is almost like super person because most of the people with whom I speak... I always come back to the primary care person." – Participant 4

- Care Team Maps:

  ![Care Team Map](image)

**Results: Stage 2**

- University hospital patient advisory council provided additional context regarding generalizability of results.
- Emerging Themes:

  - Patient Advisory Council Feedback
    - Patient experience is highly variable between service lines
    - Lack of coordination between departments
  
    - Feeling of isolation in navigation of the healthcare system
    - Patient advocacy to improve clinician and patient communication

**Next Steps**

- Stage 1 and 2 findings demonstrate a need for professional development resources focused on interprofessional practice to promote patient advocacy and team-based healthcare approaches.
- IPE efforts have informed a shift towards team-based care to increase access by leveraging advanced practice providers. Stage 1 and 2 findings suggest that we have not adequately educated patients on the benefits of this structure.
- Centers for IPE (C-IPEs) continue to build content to support practitioners in developing competencies surrounding team-based care and education. Part of C-IPEs’ responsibilities may be to provide education and resources to patients to help bridge the gap between expectations and reality.
- There is a need for collaborative efforts between C-IPEs and other systems resources such as an Office of Patient Experience to create a cohesive effort to solve these issues.

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**References**