

## **Abstract:**

### **From Chaos to Coordination: Strategies for Implementing and Residency Team-based Complexity Care Model**

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#### **Background:**

Providing effective primary care to complex patients is a critical component of an effective healthcare system, yet teams struggle to effectively manage these patients. There are emerging innovative models of complexity care that incorporate social determinants into biopsychosocial models of healthcare. These innovative models are in the beginning stages of evaluating best practices. Our model prioritizes the service-oriented education and training of resident physicians within a complexity care model. The purpose of this study is to evaluate the team process and patient outcomes of a residency-based complexity care initiative.

#### **Method:**

Our protocol includes bi-monthly multidisciplinary case conference reviews for our high-risk patients. These patients are identified by Medical Home Network's algorithm and provider identified complex patients. These patients are reviewed by the team using a risk assessment framework that focuses on the patient's barriers and assets. Data is collected on patient characteristics and interventions, team attendance, and team communication. The individualized care plans are regularly reviewed.

#### **Results:**

Number of conferences, team members in attendance, patient characteristics, treatment plans, and team communication will be shared. Successful protocols, systemic obstacles and the evolution of our model will be discussed through a qualitative lens.

#### **Discussion:**

Key stakeholders are engaged and committed to our case review process. Residents feel more prepared to treat complex patients. Case conferences are successfully used to generate treatment plans for the identified patients. Efficacy of these plans are still being evaluated. We have identified problems: duplicate documentation, lack of protected time, scheduling barriers, and inconsistent treatment plan implementation.