



May 2-5, 2010 – New York

Theme 4: Working together - Team-based Models of Primary Medical Care: What's working in Complex Care Management?

Lead Country: *Australia*

Overview

The following provides a guide to preparing the paper for the Primary Medical Care session. We suggest that a lead author is chosen to coordinate and seek input from all the IMWC countries.

Background

All of the IMWC countries health systems are facing and responding to: increasing demands from an ageing population; patients increasingly presenting within the primary care setting with chronic, complex and multimorbidity, an increasingly complex and fragmented health system; and shortages of primary care physicians. A spectrum of team-based models of primary care workforce have emerged across the IMWC countries to address these challenges, using phrases and concepts ranging from multidisciplinary care, interdisciplinary care, interprofessional care, multiprofessional care, collaborative care and integrated care. The terms are often used interchangeably within policy documents, however they are not synonymous, and have implications for primary care workforce planning, education/training, governance, infrastructure, funding, sustainability, and evaluation.

To date, investment has occurred in: strategies to increase the skills mix, competencies and expanded primary care provider roles; education and training programs (e.g. interprofessional education) to prepare and support professionals to work together; governance type arrangements (e.g., networks) that provide quality control, accountability while balancing risks and rewards; flexible payment mechanisms (capitation) at the practice level; eHealth infrastructure to support information flow, communication, data collect and utilisation for care planning; regional organisational structures to manage population-based funding, coordination and delivery of care; and evaluation frameworks, criteria and measures to assess the effectiveness, value for money, and sustainability of team-based models of primary medical care.

Focus and Research Questions

This paper will examine current initiatives using the below questions, to provide insights into what's working and in what circumstances to support multidisciplinary team-based models, with a particular focus on patients with complex care within the primary medical care setting.

- What multidisciplinary programs are there that have proved to be effective collaborations in chronic care management in the primary care setting?
- What education and training programs (e.g., interprofessional) are preparing and leading to optimal skills mix and roles to support successful teamwork for patients with complex care needs?
- Are there examples of successful governance type arrangements that support team-based quality control, regulation, accountability and the sharing of risk and rewards for patients with complex care needs?
- What payment mechanisms exist to support team-based care amongst primary care providers at the practice level?
- What evaluation frameworks, criteria, and measures have been found to be policy relevant to assess the effectiveness, value for money, and sustainability of team-based models of primary medical care?