



Team Roles and Responsibilities

Preparation and an Example

Team Roles, Responsibilities, and Tasks

Activity Review Preparation: Using the Team Roles and Responsibilities Form

1. Review the row with the list of team members - add in the "other" row/ column any roles not listed (team members involved in the MAT/SUD patient care)
2. Review the tasks outlined (source - the OBAT Guideline)
3. Place an X in the tasks that are assigned to the list of team members
4. Be prepared to share your findings during the operations webinar
 1. Were there any tasks that were not assigned?
 2. Any tasks multiple team members are doing?
 3. Other discoveries while conducting the activity?

Example: Team Expanded Roles

PCP	RN - CM	SW CM – Behavioral Health Specialist	Clinical Pharmacist Medication Management	Community Health Worker	Office clerical Referral Management	MA Panel Management
<ul style="list-style-type: none"> • Annual Physical • Orders preventive care • Diagnosis, discussion of treatment options and management of acute and chronic conditions • Coordination of care and care team • Referrals to specialists • On call 	<ul style="list-style-type: none"> • Provide care management for high-risk patients • Chronic illness monitoring response to treatment and titrating treatment according to delegated order sets 	<ul style="list-style-type: none"> • Provide behavioral health services in the practice or by referral • Protocol or (service may be in the practice or at another site) • Urgent BH patient need 	<ul style="list-style-type: none"> • Medication review for patients • Review prescribing practices • Assist patients with problems such as non-adherence, side effects, cost of medications, understanding medications, medication management challenges • Titrate medication for selected groups of patient under standing orders • Manages chronic conditions according to Collaborative Practice Agreements 	<ul style="list-style-type: none"> • Provides self-management support • Coordinates care by helping patients navigate the healthcare system and access community services 	<ul style="list-style-type: none"> • Assist with outreach to help patient establish overdue appointments • Assist patients with obtaining referral appointment, having preauthorization orders, and obtaining follow-up reports 	<ul style="list-style-type: none"> • Collaborate with providers in managing a panel • Outreach on preventive services • Provides services to chronically ill patients such as self-management coaching or follow-up phone calls • Scrub chart, provides pre-visit screenings • Reviews medication list
<p>Quality Improvement Activities Team conducts QI activities to monitor quality measures and improve metrics with involvement of patient and families Team monitors program targets and make changes to improve</p>						

Let's Chat

