

# PLANK 7

## All Team Members Trained in Importance of BP Goals and Metrics

The entire onsite care team should, through training, be aware of the importance of hypertension management and blood pressure goals. Team members should be encouraged to comment to patients on their progress and on the importance of medications and medication adherence, especially when patients are not at goal.

### Team-based Care

In 2012, the Community Preventive Services Task Force, an independent body appointed by CDC, recommended team-based care to improve blood pressure control. The Task Force found that team-based care improved blood pressure control on the basis of strong evidence of effectiveness in improving the proportion of patients with controlled blood pressure and in reducing systolic and diastolic blood pressure. Evidence was considered strong, based on findings from 77 studies of team-based care, organized primarily with nurses and pharmacists working in collaboration with primary care providers, patients, and other professionals.

A care team can complement the role of the physician by supporting and sharing responsibilities for hypertension care, such as medication management, patient follow-up, and helping the patient adhere to their blood pressure control plan, including health behavior change. Principles of team-based care include:

- **Shared goals:** The team—including the patient and, where appropriate, family members or other support persons—works to establish shared goals, and the entire team is aware of the goals for each patient.
- **Clear roles:** There are clear expectations for each team member's functions, responsibilities, and accountabilities.
- **Mutual trust:** Team members earn each other's trust, creating strong norms of reciprocity and greater opportunities for shared achievement.
- **Effective communication:** The team prioritizes communication, including thorough but concise documentation, and continuously refines its communication skills.
- **Measurable processes and outcomes:** The team agrees on—and receives feedback on—successes and failures in both the functioning of the team and achievement of the team's goals.

### Tips to Train Your Team

- Create team blood pressure control goal and report progress to goal on regular basis.
- Have regular team meetings that facilitate communication and coordination of care among the various team members.
- Define roles for each team member based on the use of evidence-based guidelines.
- Establishing structured ways to monitor patients' progress and schedule additional patient visits.
- Support patients in following their treatment plan by providing them with self-management tools and resources (see Plank 5).



### Supporting Literature and Resources

1. Institute of Medicine, Core Principles & Values of Effective Team-Based Healthcare:  
[www.iom.edu/~media/Files/Perspectives-Files/2012/Discussion-Papers/VSRT-Team-Based-Care-Principles-Values.pdf](http://www.iom.edu/~media/Files/Perspectives-Files/2012/Discussion-Papers/VSRT-Team-Based-Care-Principles-Values.pdf)  
*Key principles in creating effective care teams with excellent case study examples.*
2. Community Preventive Services Task Force. Team-Based Care to Improve Blood Pressure Control: [www.thecommunityguide.org/cvd/teambasedcare.html](http://www.thecommunityguide.org/cvd/teambasedcare.html)  
*Systematic review of the evidence-based literature that supports the use of a multidisciplinary team to improve the quality of hypertension care for patients.*

### Suggested AMGA Case Study

Essentia Health: RN Hypertension Management Pilot  
[www.amga.org/Research/Research/Hypertension/Symposium/essentia.pdf](http://www.amga.org/Research/Research/Hypertension/Symposium/essentia.pdf)

