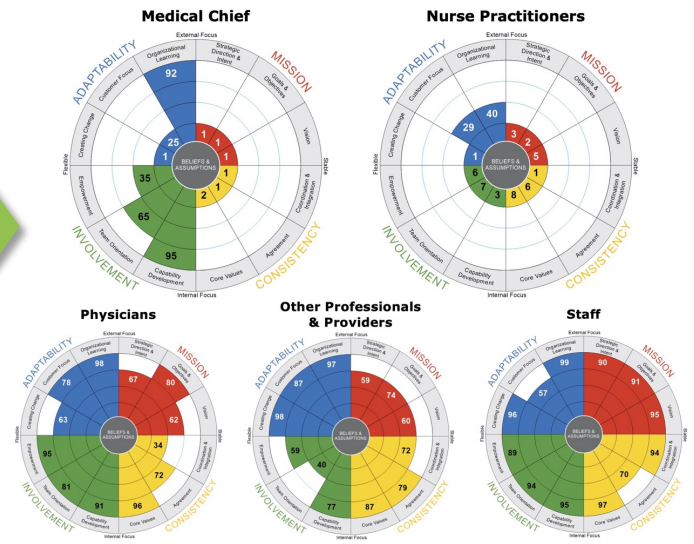


Academic Medicine Unit Becomes Truly Transdisciplinary

...moving from a team fragmented by professional specialties to a highly collaborative, effective operation

Academic Medicine Service Line Team



This academic medical unit was populated by providers with a strong commitment to patient well-being, yet they struggled to deliver integrated care.

- The newly-placed Chief received *Culture Snapshot* data that indicated significant disconnects in care delivery across provider groups
- In addition, the new Chief understood that the unit was under-performing against Medical Center expectations (as well as national norms)
- Their fragmentation resulted in the unit not being reimbursed for significant billable work, compounding financial concerns

“When we started this journey, there was distinct segregation between professions within the department, and information was distributed in a fragmented fashion between faculty and staff.”

– Senior Clinician

The team took action to become more cohesive, with the goal of being truly transdisciplinary.

- They began with a Mission session, clarifying their purpose, and crafting a unifying Mission Statement
- Next, they evaluated the *Snapshot* findings, and identified that their Advanced Practice Professionals (APPs) were being excluded from intake and consult meetings
- Processes and decision-making authority were redesigned to require care delivery collaboration and informed handoffs
- Call schedule was reconfigured to more equitably distribute shifts among types of providers, allowing time for overlap and case review
- Work on revenue capture is ongoing, and promising