

Overview of Teams Featured in “Team Meetings in a Clinical Environment”

Ocean Park Health Center Diabetes Improvement Team

Focus: Process improvement of care processes related to caring for patients with diabetes at the clinic. (The initial directive for the team was the improvement of diabetes care. It has morphed over time to include other QI projects in addition to diabetes care, including colon cancer screening, depression screening, etc., so the membership has changed a little over time.)

Number of team members: 10

Disciplines represented: medical director, primary care physician, nurse manager, nurse, medical assistant, health coach, clerical

Meeting times: every Tuesday from 9:00 – 9:30 a.m., one monthly lunch meeting for members who are part-time (lunch provided)

Agenda: developed by entire team, use “Issues” from previous meeting’s minutes to guide the meeting

Minutes: rotational among all members

Ocean Park Health Center demographics:

- 3 FTE providers
- 19 non-provider staff
- Patients – 60% Cantonese-speaking, 25-30% Russian-speaking, 10-15% mixed

Eureka Internal Medicine Pod-D

Focus: Process improvement of general office practices and quality of care (ranging from diabetes to heart disease care).

Number of team members: 7 (the entire pod). Sometimes administrators or other department heads are invited to attend for specific agenda items.

Disciplines represented: 2 physicians, 2 medical assistants, 2 receptionists, and file clerk/scanner

Meeting times: 2nd and 4th Tuesday of each month from 12:15 – 1 p.m.

Agenda: Physicians type agenda; agenda items developed by entire team

Minutes: rotational among members

Eureka Internal Medicine demographics:

- 2 FTE providers
- 5 non-provider staff
- Patients – 40% Medicare