Team-Based Roles and Responsibilities to Support Patients who are at High Risk

Directions: Taking care of high risk patients takes a team approach. Practices are encouraged to work as a team and use this outline to identify team member roles and responsibilities in addressing work flows needed to take care of patients who are high risk.

	Provider	MA	Other practice staff /pharmacy /nutrition	NCM	Front Desk	Nurse	Behavioral Health	Reporting Staff	Organizational Leaders	Health Plan Staff
Patient has ER visit										
Patient has IP Admission										
Patient has 3 or more chronic poorly controlled condition										
Health Plan lists of high risk patients										
New Patients										
Patients in SNF or Assisted Living										
Patients who need DME support										
Palliative Care										