

Rolling Up Your Sleeves: Practical Tools for Virtual Team-Based Care

Case Study: Happy Valley Medical Clinic

Vision: Achieving quality through longitudinal care for every patient, all the time.

The Happy Valley Medical Clinic is a brand-new full-service family practice that provides team-based care to patients and families throughout the greater Happy Valley area. Care providers on the team include:



Dr. Jane Smith – Family Physician and clinic lead and part owner in the clinic. Dr. Smith has been in practice for 30 years and this is her first foray into team-based care. Dr. Smith is a firm believer that team-based care will increase patient outcomes while allowing her to spend more time with patients which chronic conditions. Dr. Smith has worked *on* teams, however creating an integrated health care team is new to her. She is interested in team-based care however is somewhat skeptical about its success. Dr. Smith values collaboration and quality improvement however at times she has discussed feeling of pressure and overburdened by responsibility.



Dr. Jason Weston – Family Physician, recent UBC Medical School Graduate and part owner in the clinic. Dr. Weston brings experience through their residency in working in team-based care. When Dr. Weston first came to the Happy Valley Clinic, they immediately sought to ensure that they could work within an interprofessional team as this was core to their medical training. Dr. Weston values accountability and is an expert at communication and wants to work in an exciting team environment. They have mentioned in the past that they do have a blind-spot for seeing the world through rose colored glasses.



Sherry Johnson – Registered Nurse. Sherry will be joining the Happy Valley Medical Clinic team as a registered nurse. This is a new role and she is looking forward to the expansion of her scope of practice. She has 20 years of acute care experience and has been working in community nursing for the past two years. Sherry is passionate about community nursing which has drawn her to this new role however, she is wary about joining an interprofessional team and is worried that she may not have the opportunity in her role to work to full scope. Sherry is often seen putting her head down and getting the work done, which at times may seem as if she is abrupt or rushed. Sherry prides herself on her curiosity, humility, and passion for learning. She is eager to be innovative in her work.



David Faulkner – David the Medical Office Assistant and Manager newly hired at Happy Valley Medical Clinic. David had 10 years of experience as a medical office manager for a large clinic where team-based care was provided to a panel of over 12,000 patients. David brings experience in office management, interprofessional team development and prides himself on his collaboration. He has chosen to work at Happy Valley Medical Clinic as he has a young family and work-life balance is important to him. David is disciplined and honest and has been described as a team player who is known to have good leadership capabilities, including an ability to coach people through difficult times.



Ahana Prasad – Ahana is a clinical counsellor and has been working for the local health authority in mental health and substance use for the past six years. Ahana is a believer in increasing access to mental health and substance use supports in her community and welcomes the opportunity to collaborate with an interprofessional team. Ahana prides herself on her ethics, compassion and a commitment to excellence. Ahana hopes that her new team-mates will include her role as key to the health of the patient population. This will be Ahana's first time working in an interprofessional team in a Primary Care Clinic. Ahana will admit to a sense of overwhelm at times in the workplace when her plate becomes too full.