

# Coordinated Care

Scenario 1: Health care professionals (HCP) who are committed to a coordinated care model / approach but do not know where to start

## Proposed project: Collaborate MDT

Name the project and outline the purpose and objectives of the project.

Clarify the target audience and geographic scope.

<b>Project Title</b>	Collaborate MDT (Multi-disciplinary team)
<b>Purpose</b>	<b>To provide a blueprint for multi-disciplinary collaborative care model that can be used in any healthcare system to prevent, halt and reverse complications</b>
<b>Objective(s)</b>	<p>A collaborative team approach including the patient to get the best outcomes</p> <p>An ongoing exchange of communication between all members of the multi-disciplinary team</p> <p>Ensure patient feels confident that each member of the multi-disciplinary team knows everything they need to know about their entire case</p> <p>Patient has access to their data/evidence and is empowered in the management of their diabetes</p>

# The who and the whom:

Clarify the stakeholders of the project and the target audience.

<p><b>Stakeholders</b></p>	<ul style="list-style-type: none"> <li>-Clinical Lead/Hospital Chief (funding and time allocation)</li> <li>-Providers of Care – HCPs (part of MDT – primary and secondary), patient, caregivers</li> <li>-Ministry of Health</li> <li>-key NGOs</li> <li>-Public Health Organizations (WHO)</li> <li>-pharma companies</li> <li>-local diabetes foundations</li> </ul>
<p><b>Target Audience</b></p>	<p>Primary responsible clinician  HCPs (primary and secondary) – all members of the MDT  Patient/patient advocate  Family/caregivers</p>

## Actions:

Determine actions for each objective, and when and how these will be implemented and who is responsible.

Timeline	Steps
TBD	Systematic Review Publication - identifying the need for change (measures of poor performance) as rational for project initiation
3 months	Literature review on MDT models – successes and failures
3 months	Develop “blueprint of success” based on existing MDT models <ul style="list-style-type: none"> <li>- How to identify primary responsible clinician</li> <li>- How to identify MDT members</li> <li>- Rationale for a patient advocate</li> <li>- How to establish once a month MDT meetings</li> <li>- Provide sample agenda and discussion guide for meetings (Prevent, Halt, Reverse complications)</li> <li>- Outline milestone timeline for the patient’s care</li> <li>- Identify key measures and means for follow-up reporting (short and long-term measures of improved care in MDT patient population)</li> </ul>

# Actions:

Determine actions for each objective, and when and how these will be implemented and who is responsible.

Timeline	Steps
3 months	Identify pilot sites for implementation and evaluation
	Identify Clinical Leader/Champion
	Identify Primary responsible clinician
	Meet with Hospital Management Team to gain buy in (time and funding for implementation)
	Hire a “patient advocate” to be part of MDT meetings
	Identify and onboard the MDT team and patient (sharing of health records, comments, questions) **assess online apps as tools for this exchange of info
6 months	Implement and track the Collaborate MDT blueprint
2 months	Evaluate and report pilot findings
	Adjust blueprint based on learnings
	Expand pilot to other locations

# Evaluation and Impact

Outline mechanism for evaluating progress and how the impact of the program will be measured.

<p><b>Evaluation Mechanism</b></p>	<p>Implementation success – adoption of model, milestones</p> <p>Patient satisfaction survey – includes experience, “confidence in care”, willingness to share data, etc.</p>
<p><b>Impact Measurement (targets, indicators, etc.)</b></p>	<p>Auditable improvements in care – morbidity, mortality, and patient satisfaction</p> <p>Affordability</p> <p>Ease of implementation</p>

# Sustainability, Replicability, and Scalability

<p><b>Is the program a once-off, or does it require sustaining?</b></p>	<p>Requires sustaining post-pilot</p>
<p><b>Can the program be replicated in other contexts?</b></p>	<p>Yes</p>
<p><b>Can the program be scaled up (expanded)?</b></p>	<p>Yes</p>