

Care Team Integration

Client Access Associates (CAA) on Care Teams—421 Fallsway

August 2019

Leads: Aisha Darby, Director of Clinic Operations, Maria Martins-Evora, Chief Administrative Officer

Overview

- Clients check in on the 1st floor with any CAA
- Clients check out on the 2nd floor with their care team's CAA
 - One 2nd floor CAA (Brittany Rice) will check out clients *not* on a care team
 - Clients check out with their team CAA even if they saw a provider who is not on their team
- Providers will inform clients to check out with their relevant CAA after their visit
- CAAs will wear care team shirts and pins and there will be signage at their desk

Care Team assignments:

- **Purple Team:** Gabrielle Berre
- **Steel Team:** Danielle Brodie
- **Green Team:** Ericka Davenport
- **Yellow Team:** Darell Richards
- **Orange Team:** Maryann Rico

Care Team CAA Duties:

- In collaboration with CMA, monitor daily schedules and clinic flow
- Print referrals and distribute completed referrals to clients
- Complete check-out flags
- Attend huddles and care team meetings
- Assist in the coordination of warm hand offs
- Conduct appointment call reminders

Timeline:

- July 18: Care Team facilitators share with care teams
- July 26: Train CAAs
- August 1: CAAs begin attending care team meetings
- **August 5: CAAs begin checking out clients by care teams**
- August 8: All-Staff meeting update