The Effect of Team-Based Care on Patient Satisfaction in the Acute Care Setting: A Systematic Review

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Background
• Advent of pay-per-performance and value-based reimbursement in the health care setting creates emphasis on new, innovative care models.
• Growth in team-based models of care have emerged in many different sectors of health care and has demonstrated an impact on patient outcomes/quality metrics (Mitchell et al, 2012).
• The patient experience is emerging as a key factor in value-based reimbursement model systems.
• Little research has studied the effect team-based care has on the patient experience.

Methods
• MEDLINE, Cochrane Library, CINAHL, EMBASE, OVID and Google Scholar databases for relevant studies from inception until February 28, 2017.
• Eligible studies reported 1) team-based care interventions, 2) hospital setting, 3) patient satisfaction outcome, and 4) Intervention study design

Purpose
• To examine the relationship between team-based care and patient satisfaction in the hospital setting.

Results
• Literature search yielded 15,247 citations.
• 142 articles were retrieved for full text screening; 21 studies met inclusion/exclusion criteria (Figure 1).

Figure 1. PRISMA Flow Chart

Table 1. Quality Metrics and Patient Satisfaction

<table>
<thead>
<tr>
<th>Improved Quality Metrics*</th>
<th>Improved Patient Satisfaction</th>
<th>No Improved Patient Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health, et al., 2008</td>
<td>Ahmad, et al., 2012</td>
<td>Abrigo, et al., 2016</td>
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<td>Ding, et al., 2013</td>
<td>Ibrahim, et al., 2015</td>
<td>Lam, et al., 2011</td>
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<td>Kao, et al., 2015</td>
<td>Kasa, et al., 2015</td>
<td>Lam, et al., 2012</td>
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<td>Martin-Rodriguez, et al., 2016</td>
<td>Yong, et al., 2008</td>
<td>Lam, et al., 2011</td>
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<tr>
<td>Monte, et al., 2016</td>
<td>Reyn, et al., 2008</td>
<td>Lam, et al., 2012</td>
</tr>
<tr>
<td>Yong, et al., 2008</td>
<td>Kojika, et al., 2014</td>
<td>Lam, et al., 2012</td>
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</tbody>
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Note: *At least one quality metric improved in primary or secondary outcomes. **Study did not evaluate quality metrics.

Discussion
• This review demonstrates a positive relationship between team-based care and patient satisfaction.
• 52% of the studies found improvement in at least one quality metric in correlation with team-based care.
• Studies that measured both quality metrics and patient satisfaction (64%; n=14) found five studies with both improved patient satisfaction scores in combination with increased quality metric outcomes (24%; n=5) (See Table 1)
• Fully integrated teams (interprofessional teamwork) demonstrated improved patient satisfaction and quality outcomes.
• Majority of studies that demonstrated improvement in both patient satisfaction and quality metrics utilized multidisciplinary teams vs. dyad teams.

Conclusion
• Team-based care has a positive relationship with patient satisfaction.
• Patient satisfaction may possess a dichotomous relationship with other quality metrics.
• More research should be performed to identify the effect of team-based care on patient satisfaction in relation with other quality metrics.
• Multidisciplinary teams vs. dyad teams may be associated with improved patient satisfaction and improved quality metrics.

References

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