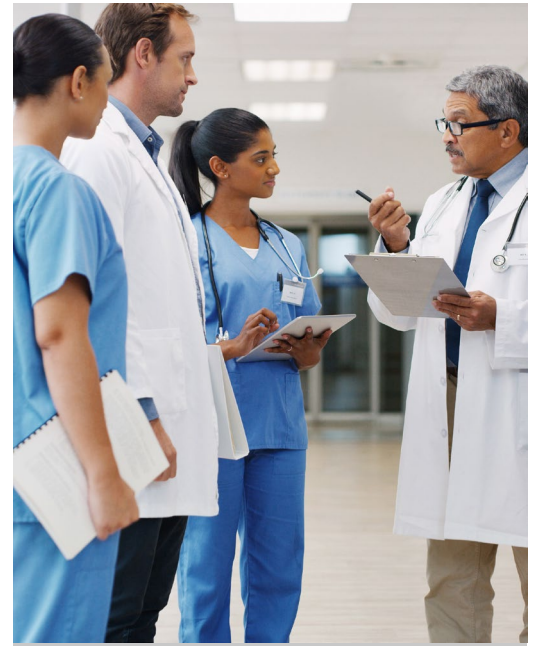


Humana value-based care issue brief

Value-based care from the care team's perspective

Value-based care transforms the clinician experience by shifting focus from volume to impact.

- Value-based care (VBC) shifts the focus from quantity to quality—from “How many patients did I see?” to “How well are my patients doing?”
- Team-based care thrives under VBC because the financial model rewards outcomes, prevention and coordination—not just the number of visits.
- Unlike fee-for-service (FFS), VBC enables collaboration by aligning incentives around patient health, making team-based care both possible and essential.



Practicing team-based VBC feels different to clinicians than FFS:

FFS

- Short, episodic visits (10–15 minutes)
- Overburdened physicians with limited bandwidth, working in isolation
- Reactive to problems
- Care fragmentation
- Volume leads to burnout

VBC

- Smaller patient panels with extended time per patient
- Shared workload among a multidisciplinary team
- Time and resources for coordinated, multidisciplinary care
- Proactive: prevention, social drivers of health, mental health
- Stronger clinician/patient relationship, leading to better therapeutic relationships and health outcomes

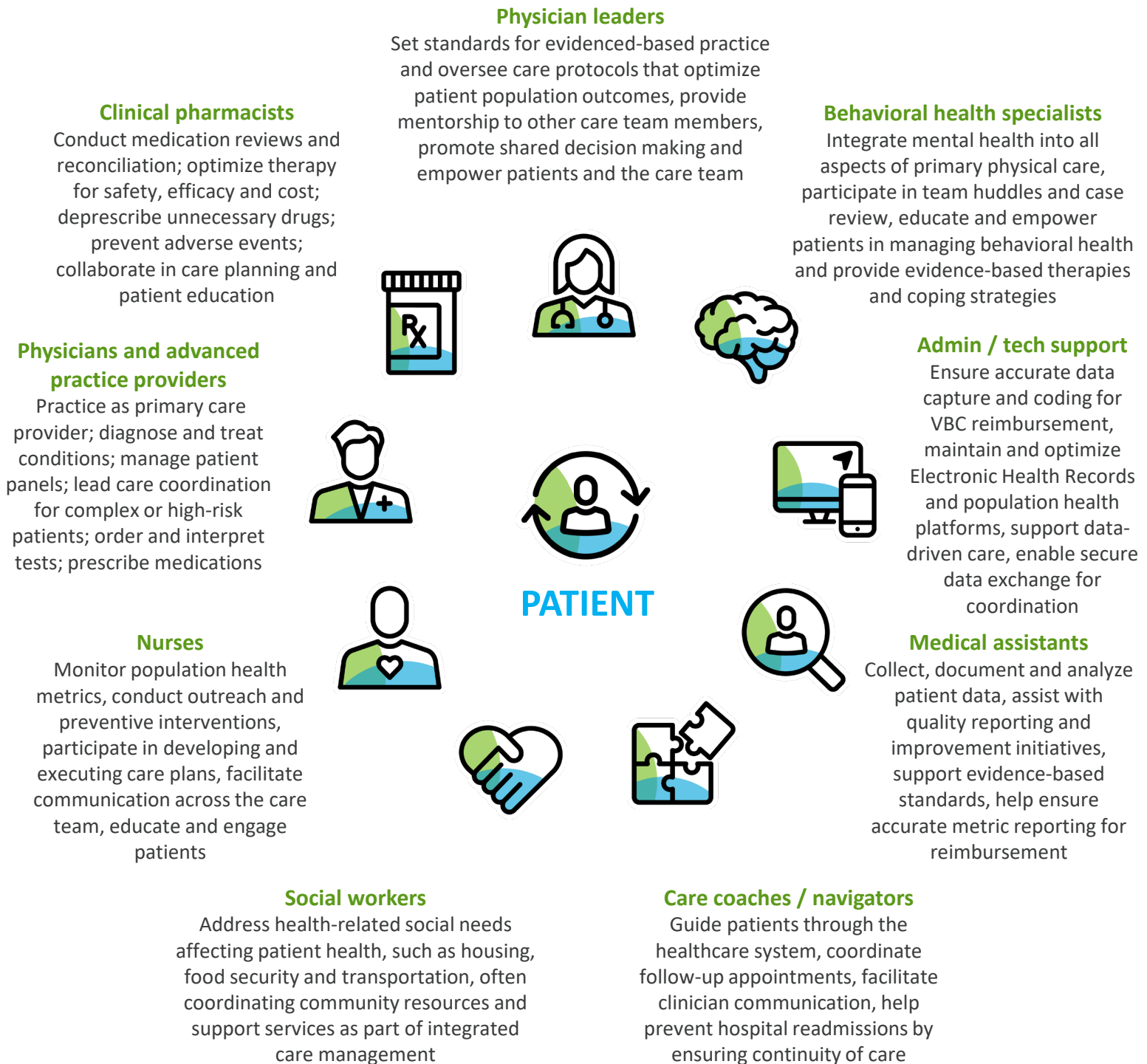
Resulting value

- **Better outcomes:** VBC leads to fewer unnecessary emergency room visits and hospital stays due to improved management of chronic conditions and proactive patient education.
- **Better patient experience:** VBC brings stronger trust, deeper engagement and more personalized care.
- **Better clinician experience:** VBC offers reduced burnout and greater fulfillment through meaningful work. Instead of physicians lifting the weight of patient care in isolation, they work with a care team to divide the responsibility of patient outcomes and care.

Who could be involved in a VBC care team?

What do they do? How does their role differ in VBC models?

Similar to how VBC payment models exist along a continuum from fee-for-service to full population health management, **the composition of care teams evolves progressively**. As organizations advance along the VBC continuum, additional care team members such as the ones listed below are integrated to support comprehensive, patient-centered care. This gradual expansion beyond physicians and advanced practice clinicians enables care teams to more effectively address clinical needs, coordinate services and improve health outcomes in alignment with the goals of VBC. All roles support, surround and care for the patient as a team.



In their words: perspectives from the care team

VBC succeeds through the collective expertise and collaboration of the entire care team. Here's what VBC care team members are saying. Note the difference they make in patients' lives while working together with deeper satisfaction.

"Our nurse practitioner, medical assistants, front office staff, center administrator, referral coordinators and I are all engaged to ensure we are aligned and prepared to provide top-tier, comprehensive care. We discuss everything from medical issues and transportation arrangements to prescription drug assistance, mental health assessments and chronic disease management, which helps streamline our workflow and enhance patient experiences."

Abraham Teklu, M.D., MPH

Geriatrics Specialist

CenterWell Senior Primary Care Center, Virginia

"Medication access is a right, not a privilege and as ambulatory care pharmacists, we work tirelessly to ensure our patients receive the medication therapy they need to live healthier lives. Through clinical expertise, care coordination and advocacy, we help navigate complex treatment plans, address barriers to access and empower patients to manage their conditions with confidence and support."

Jesse Reed, PharmD

Integrative Pharmacist

Summitt Medical Group

"Ensuring high-quality, holistic patient care is empowered through our prioritization of preventive measures such as cancer screenings, chronic disease management and medication adherence. Our value-based teams support providers by optimizing tools within the electronic health record (EHR), ensuring performance data transparency, fostering multidisciplinary care team collaboration and centralizing workflows for broader reach and impact. These efforts streamline the process of delivering essential care to patients. Quality reporting dashboards help us identify patients with open care gaps/care needs not yet addressed so we can contact patients and assist them in closing these gaps. Navigating the complexities of healthcare can be challenging for both patients and providers. It's very rewarding to know that we are right here for patients, walking side by side with them along their journey."

Erin Fahey, BSN, RN, CPHQ

Director of Value Based Performance

St. Elizabeth Physicians

In their words: perspectives from the care team

"Providing care based on Value rather than Volume, is rewarding and re-focuses the purpose and reason why I became a physician. At the same time, it entails a serious investment in people and technological resources. Medical Assistants and Care Concierges are crucial to amplify the impact of the clinicians at the bedside. Value cannot be achieved without a team focusing on common goals."

Paula Requeijo, MD, CMD
Chief Medical Officer
CuranaHealth.com

"I help to schedule patients for services that they are overdue for, that will keep them healthier, longer."

Jessica Blauvelt, LPN
Outreach
Coordinator,
Guthrie Health

"It's really about the whole person and not just about their conditions that are listed in their problems list in the EMR."

Sylvia Hastanan
Founder and CEO
Greater Good Health

"Our approach allows behavioral health specialists like me to best address social determinants of health such as food and housing insecurities and connect our patients to community resources and programs that may be helpful for them. Going beyond medical history and treating the patient for all of their needs has been an extremely rewarding part of my job in value-based care."

Jayne Bishop, LCSW
Behavioral Health Specialist
Oak Street Health

"Because of our value-based, care team approach, I have a lower patient panel and extended time with them – up to 50% more time at each visit. That's enough time to build strong patient relationships and understand their day-to-day needs, which enables the delivery of exceptional support to individuals who often have complex health needs and seek a more personalized approach to their well-being."

Romeo Reyes Legaspi, M.D.
Conviva Senior Primary Care, Florida

Across disciplines and roles, care team members share a unifying experience: value-based care brings deeper meaning, stronger relationships and a renewed sense of purpose to their work. Whether it's the opportunity to truly understand their patients, the support of a collaborative and connected team, or the fulfillment of proactively managing health rather than reacting to illness, these voices reflect the essence of what makes value-based care professionally enriching and rewarding.

Day in the life: perspectives from the care team



Morning team huddles: setting the tone for collaborative care

Each day begins with a brief but impactful team huddle where priorities are aligned, same day appointments are reviewed, emerging patient needs are discussed and hospitalizations are updated. These meetings foster a culture of collaboration, ensuring that everyone is informed and empowered.



Extended patient visits: whole-person conversations

Value-based care appointments are longer so clinicians can discuss patients' goals, health conditions, lifestyle and social factors. This approach builds trust, uncovers root causes and helps providers know patients as people, not just their diagnoses.



Team-based support throughout the day

Clinicians are never alone in managing complex cases. Whether it's a behavioral health concern, a social services need or a medication reconciliation issue, the interdisciplinary team is readily available to consult and assist. This approach allows the physician to share the weight of the patient's care with a team.



Enhanced documentation efficiency through technology enablement

Value-based care practices use innovative technologies like ambient scribes and voice recognition to streamline documentation which may reduce after-hours charting and supports clinician work-life balance.

More than medicine:

Purpose, connection and professional fulfillment is enabled by VBC

In a VBC model, healthcare professionals experience a deeper sense of purpose and connection. Shared **responsibility across an interdisciplinary team reduces burnout and fosters camaraderie, allowing clinicians to focus on what matters most—building meaningful relationships with patients. Longer visits and whole-person care create space for understanding not just conditions, but the lives behind them. This proactive, relationship-driven approach is more fulfilling than reactive, episodic care, which empowers clinicians to truly manage health. For non-clinician team members, the model offers a stronger voice and role in patient outcomes, fueling pride, continuous learning and professional growth.**