

Teamwork Among Primary Care Staff to Achieve Regular Follow-Up of Chronic Patients

This qualitative study used semistructured interviews with primary care teams from 12 clinics to identify innovative strategies used by clinics with high temporal regularity—those whose patients consistently attend scheduled follow-ups—to improve chronic care.

Strategies of Clinics with High Temporal Regularity:



A clear **follow-up system**, beginning with administrative staff reaching out to patients and ending with recruiting the help of patients' family members



Close working relationships within **less hierarchical**, flatter structures, where every team member is part of the decision-making process



Other strategies included routine staff meetings to discuss patients who have been lost-to-follow-up, adaptive workflows, assistance with bureaucracy, informal communication channels, and consultations with social workers

Source: Khazen M, Shalev L, Golan-Cohen A, et al. Teamwork among primary care staff to achieve regular follow-up of chronic patients. *Ann Fam Med*. 2025;23:10.1370/afm.240176