**Title: Share the Care Activity**

Facilitator Guide

* **Time:** 1-2 hours
* **Audience:** PGY-1
* **Objective:** 
  + **Team Based Care:** Describe and participate in sharing the care for patient panels through expanded team roles by working and communicating effectively with all health care team members
* **Procedures:** After the team based care powerpoint this activity could follow to enhance the learning and exposure to working within teams. The resident should be paired to shadow different members of the team.

**Clinical Shadowing Observations and Reflections - Background**

* The clinic strives to work effectively as a team to improve the lives of patients and each other every day
* We believe the principles of **quality, safety, access, care experience, and equity** for our patients are important and also **improve patient, staff, and provider satisfaction.**
* The main goal during your clinical shadowing sessions is to **experience the different roles of our care team** by following patients from the beginning of a visit to the end of a visit.

**Care Team Learning Objective:**

1. Describe and participate in sharing the care for patient panels through expanded team roles by working and communicating effectively with all health care team members.
2. Describe clinic systems and action plans with their care team to ensure a consistent level of access for their patients, even in their absence and in times of transition.

Team Member Role: Medical Assistant (MA) - **Intake/Check In:**

* In what ways does the MA’s standard work during intake (having a “standard” way we room patients and collect certain information) affect quality of care for our patients?
* What are some challenges you observe for the MAs, in terms of their duties and their communication with providers and patients (i.e. interruptions)?

Team Member Role: Behavioral Health Clinician, Prenatal Nurse, or Registered Dietician – **Clinical Visit**

* What are some advantages to patients and to providers of having one of the care team members (Behavioral Health Team, Prenatal RN, or Registered Dietician) work with patients? Are there any potential drawbacks?
* How are these other team members able to assist in taking care of patients with medical conditions?

Team Member Role: Provider – **Clinical Visit**

* What are the different components that the provider has to balance (i.e. acute complaints, chronic issues, health care maintenance, etc)? How do they do this effectively?
* How is the provider interacting with the electronic health record and coordinating care for the patient?
* What are the different ways providers and the nursing staff communicates? When is the written communication vs verbal communication most effective during the clinic day? What are some communication strategies and challenges you observe?

Team Member Role: MEA/RN and clerk **(Check out)**

* How do you observe our Medical Assistants and clerks helping to coordinate patient care across the medical center and outside of the medical center?
* What differences do you observe in the scope of what our RNs can assist with as compared to what our MAs can do?

**Intern Clinical Shadowing and Reflections**

Evaluation

1) I understand how to work and communicate effectively with all health care team members to share the care for my patient panel.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

2) This activity enhanced my understanding.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

3) The information from this activity is relevant to my practice.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |