



## The 10 Building Blocks of Primary Care

# The Journey to Share the Care™

### Background and Description

Share the Care™ is both a paradigm shift and a concrete implementation strategy. The paradigm (culture) shift transforms the practice from “I” to “We.” “I” refers to the lone doctor-with-helpers model, in which the clinician assumes all the responsibility, makes all the decisions, and delegates to other team members, whose job is to assist the clinician. The language “delegating tasks from doctor to team” suggests that team-building means less work for the doctor and more work for the others. Non-clinician team members often resist such delegation. A significant barrier to Share the Care is the discomfort many clinicians feel about giving up decisions regarding preventive and chronic care, which though seemingly routine, are often complicated by various coexisting conditions, preferences, and goals. In this exercise, teams are provided an opportunity to explore their initial reactions to the Share the Care model, anxieties and concerns, and resources needed.

### Instructions

Conduct this activity after the “Share the Care – Who Does it Now” activity. Divide into groups, either by teams or disciplines. Both types of groupings have value: working in existing teams allows the teams to discuss initial reactions and concerns to the model; working in groups by discipline (e.g. clinicians, nursing, front desk) may allow the groups to freely discuss reactions and resources needed to feel comfortable with the change. Ask each person in the group to give a one line answer to the questions in each of the four categories: initial reaction to Share the Care, anxieties or concerns, how they picture it working, and what they feel is needed. Reconvene into a large group, and have each group report out.

### UCSF Center for Excellence in Primary Care

The Center for Excellence in Primary Care (CEPC) identifies, develops, tests, and disseminates promising innovations in primary care to improve the patient experience, enhance population health and health equity, reduce the cost of care, and restore joy and satisfaction in the practice of primary care.

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## The Journey to Share the Care™

### Initial Reaction to Share the Care™

(1 sentence per team member)

*"I have been waiting for this model for 20 years."*

*"I think colocation is an amazing idea."*

*"I want to work in teams."*

### Anxiety/Concerns

(1 sentence per team member)

*"Working closely with other team members makes me nervous"*

*"I can't imagine doing more work"*

### I Can Picture It

(1 sentence per team member)

*"I want my team to be proactive about CRC using panel management."*

*"I want my patients to do group visits with the PCP."*

*"I want the health coach to do pre-visit, post-visit with the patient."*

### What We Need

(1 sentence per team member)

*"Training around CRC guidelines"*

*"Create protocols for group visits"*

*"New role definition for health coach and workflows for pre and post-visit"*