



## The 10 Building Blocks of Primary Care

# Share the Care™ Bingo

### Background and Description

This interactive activity provides a safe way for clinic staff to have an initial conversation about team roles and to learn what nurses, medical assistants, behaviorists, and clerks are doing at other clinics.

### Instructions

This activity is ideal for mixed clinician and staff meetings. The “caller” will draw a tile with a position name (e.g., Nurse – RN, Medical assistant – MA), and players may cover one square (and only one square!) with a task that is most appropriate for that person to do. When someone covers five squares in a row, they should shout “Bingo!” If their answers are correct, they win the hand. After playing several rounds of bingo, go over each square and discuss with the group who is the optimal person to do this role. At the end of the activity, we have suggestions for the tasks that we would assign to each role based on our experience with high performing primary care clinics. Note that in some case, we would consider more than one person to be an appropriate person to carry out the described task.

### 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.

### Acknowledgments

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## Share the Care™ Bingo

**Objective:** To provoke discussion about team member roles.

This is a great activity for opening conversation about what nurses, medical assistants, behaviorists, and clerks are doing at other clinics.

### How to play

Preparation: Copy the bingo cards (attached) so that you have enough for every participant. Cut out the drawcards (next page). Place these drawcards in a hat or bag so that you can draw one on each turn.

1. Caller will pull a drawcard from the hat. Each drawcard says "clinician," "nurse," "behaviorist," or "medical assistant." If you have other roles at your clinic, you may create your own drawcards for these roles!
2. Participants should mark one (and only one) task on their bingo card that they believe the person indicated on the drawcard can and should perform. They will mark their cards by writing on the block with the role (e.g., nurse).
3. The goal of the game is to get a "bingo" of 5 marked squares in a straight vertical, horizontal or diagonal row. When someone gets a bingo, they should stand up and yell "Bingo!" Prizes may be distributed.
4. After playing a few rounds, go over each square and discuss with the group who is the optimal person to do this role. For example, a clinician may take vitals, but this would not be a great use of his or her time. Our recommendations are listed on the last page.

Clinician	Clinician	Clinician
Clinician	Clinician	Clinician
Nurse	Nurse	Nurse
Nurse	Nurse	Nurse
Medical assistant	Medical assistant	Medical assistant
Medical assistant	Medical assistant	Medical assistant
Behaviorist	Behaviorist	Behaviorist
Behaviorist	Behaviorist	Behaviorist

## Share the Care: Team Member Roles

	D	E	A	L
Lead daily huddles	Take HX	Refill acute meds	OM foot exam	Order mammos for women 50-75
Order and give routine IZs	Mgmt of most HTN patients	Med Rec with patients with 9 meds	Refill routine chronic meds	Inform patients of normal results
Discuss CRC Screening options	Smoking counseling	Treat positive strep throat cultures	Assessment of back, shoulder, knee pain	Room patient
Vital Signs	Warfarin Management	Care of simple urinary tract infections	Refill narcotics for stable chronic pain	Order routine chronic care
Inform patients of abnormal results	Med rec Warfarin patients with 2 meds	Depression screening and F/U	Review incoming lab tests	Complex Care Management

## Share the Care: Team Member Roles

	D	E	A	L
Order routine chronic care labs	Complex care Management	Refill acute meds	Med Rec of patients with 9 meds	Smoking counseling
Care of simple urinary tract infections	Assessment of back, shoulder, knee pain	Take History	Discuss CRC screening options	Order and give routine IZs
Med Rec for patients with 2 meds	Inform patients of abnormal results	Treat positive strep throat cultures	Management of most HTN patients	Vital Signs
Warfarin Management	DM Foot Exam	Refill narcotics for stable chronic pain	Refill routine chronic meds	Depression screening and F/U
Lead daily huddles	Review incoming lab tests	Order mammos for women 50-75	Inform patients of normal results	Room patient

## Share the Care: Team Member Roles

	D	E	A	L
Management of most HTN patients	Review incoming lab tests	Room patient	Depression screening and F/U	Take Hx
Refill acute meds	DM foot exam	Care of simple urinary tract infections	Med rec for patients with 2 meds	Complex care management
Smoking Counseling	Inform patients of normal results	Treat positive strep throat cultures	Order routine chronic care labs	Refill narcotics for stable chronic pain
Discuss CRC screening options	Lead daily huddles	Warfarin Management	Inform patients of abnormal results	Assessment of back, shoulder, knee pain
Vital Signs	Refill routine chronic meds	Order and give routine IZs	Order mammos for women 50-75	Med Rec for patients with 9 meds

## Share the Care: Team Member Roles

	D	E	A	L
Order and give routine IZs	Vital Signs	Depression screening and F/U	Refill acute meds	Review incoming lab tests
Med Rec for patients with 9 meds	Med rec for patients with 2 meds	Assessment of back, shoulder, knee pain	Take history	Discuss CRC screening options
Order Mammos for women 50-75	Lead daily huddles	Treat positive strep throat cultures	Order routine chronic care labs	Care of simple urinary tract infections
Room patient	OM foot exam	Smoking counseling	Inform patients of abnormal results	Refill narcotics for stable chronic pain
Refill routine chronic meds	Management of most HTN patients	Inform patients of normal results	Complex Care Management	Warfarin management

## Share the Care: Team Member Roles

	D	E	A	L
Vital Signs	Lead daily huddles	Smoking counseling	Refill routine chronic meds	Warfarin Management
Take History	Care of simple urinary tract infections	Review incoming lab tests	Inform patients of normal results	Refill acute meds
Med Rec for patients with 9 meds	Med Rec for patients with 2 meds	Treat positive strep throat cultures	Management of most HTN patients	Order routine chronic care labs
Order and give routine IZs	Assessment of back, shoulder, knee pain	Order mammos for women 50-75	Discuss CRC screening options	OM foot exam
Room patient	Refill narcotics for stable chronic pain	Complex Care Management	Inform patient of abnormal results	Depression screening and F/U



## Share the Care: Team Member Roles

	D	E	A	L
Take History	Discuss CRC screening options	Complex Care Management	Depression Screening and F/U	Review incoming lab tests
Inform patients of normal results	Med Rec of patients with 9 meds	Management of most HTN patients	Refill routine chronic meds	Care of simple urinary tract infections
Refill narcotics for stable chronic pain	Smoking counseling	Treat positive strep throat cultures	Inform patient of abnormal results	Vital Signs
Lead daily huddles	Med Rec for patients with 2 meds	Order and give routine IZs	Warfarin Management	Room patient
Assessment of back, shoulder, knee pain	Order mammos for women 50-75	DM foot exam	Order routine chronic care labs	Refill acute meds

## Share the Care: Team Member Roles

	D	E	A	L
Vital Signs	Order routine chronic care labs	Inform patients of normal results	Refill acute meds	Complex Care Management
Inform patients of abnormal results	Review incoming lab tests	Care of simple urinary tract infections	Med Rec of patients with 9 meds	Order and give routine IZs
Smoking counseling	Order mammos for women 50-75	Treat positive strep throat cultures	Med Rec for patients with 2 meds	Warfarin Management
Room patient	Lead daily huddles	Discuss CRC screening options	Depression screening and F/U	Assessment of back, shoulder, knee pain
Refill routine chronic meds	Take History	Refill narcotics for stable chronic pain	Management of most HTN patients	OM foot exam

## Share the Care: Team Member Roles

	D	E	A	L
Care of simple urinary tract infections	Refill routine chronic	Inform patients of normal results	Refill narcotics for stable chronic pain	Room patient
Lead daily huddles	Order routine chronic care labs	Discuss CRC screening options	Depression screening and F/U	Order and give routine IZs
Med Rec for patients with 2 meds	Smoking counseling	Treat positive strep throat cultures	Management of most HTN patients	Take History
Complex Care management	Vital Signs	Assessment of back, shoulder, knee pain	Review incoming lab tests	Order mammos for women 50-75
Med Rec for patients with 9 meds	Warfarin management	Inform patients of abnormal results	DM Foot Exam	Refill acute meds

## Discussion

After playing several rounds of bingo, go over each square and discuss with the group who is the optimal person to do this role. For example, a clinician may take vitals, but this would not be a great use of his or her time.

Based on our experience with high performing primary care clinics, here are the tasks that we would assign to each role. Note that in some case, we would consider more than one person to be an appropriate person to carry out the described task.

Team member	Appropriate tasks
Clinician	Refill narcotics for stable chronic pain Refill acute meds
Nurse	Take history Complex care management Review incoming lab results Medication reconciliation for patient with 9 meds Management of most hypertension patients Refill routine chronic meds Care of simple urinary tract infection Treat positive strep
Medical assistant	Inform patients of normal results lead daily huddles Take history Depression screening Vital signs Med rec for patient with 2 meds Order and give routine IZs Room patient
Behaviorist	Smoking counseling Depression screening and follow up

There are great examples of clinics where each of these team members routinely carries out these roles!