



## The 10 Building Blocks of Primary Care Forming Stable Teamlets

### Background and Description

Established teamlets are the epicenter of team-based care; a teamlet is the pairing of a clinician with a small number of support staff who work together daily. The long term, consistent collaboration within the teamlet makes it possible for Medical Assistants and other staff members to take ownership of their panel of patients and effectively Share the Care™.

### Instructions

Read the description of stable teamlets and the “essentials for the journey.” These discussion and planning items will help you in your journey toward successful stable teamlets. Discuss each essential item - such as your mission statement, ground rules, and what your contingency plan for absences will be. Make sure everyone is on the same page about how you will embark on the journey to stable teamlets.

### 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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## Stable Teamlets

In primary care, a stable teamlet refers to a clinician and medical assistant dyad that work together every day. The clinician's panel becomes the teamlet's panel and the dyad share responsibility for the care of the panel.



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Stable teamlets are better for the patient, staff, and the practice – improving patient outcomes and increasing both patient and staff satisfaction. At times, the road to stable teamlets may feel bumpy. A well-planned journey with regular pit stops - to make sure you are still on the right road - can help create a smoother ride.

Essentials for the journey:

- Agreement on the vision – culture shift from “I” to “We”
- Ground rules for practice and each teamlet
- Standing orders, and possibly clinical training for MA
- Training in team-based care, clear communication, conflict resolution
- Clear and regularly-reported data about how well the teams are functioning including patient outcomes and patient and staff satisfaction
- Mechanisms to report issues plus timely resolution
- Recognition and rewards for a job well done
- Contingency plans for absences

## PDSA Worksheet for Testing Change

**Aim:** (overall goal you wish to achieve)

Describe your first (or next) test of change: <i>(Every goal will require multiple smaller tests of change)</i>	Person responsible	When to be done	Where to be done

### Plan

List the tasks needed to set up this test of change	Person responsible	When to be done	Where to be done

Predict what will happen when the test is carried out	Measures to determine if prediction succeeds

### Do

Describe what actually happened when you ran the test

### Study

Describe the measured results and how they compared to the predictions

### Act

Describe what modifications to the plan will be made for the next cycle from what you learned