



The 10 Building Blocks of Primary Care

Share the Care™: Mrs. Chen and the Building Blocks

Background and Description

We present the principles shared by high performing practices in the building blocks of Share the Care™. As clinics work on the building blocks of Share the Care, the answers to questions about access, continuity, and teamwork may change. In turn, the patient experience changes. In this activity, we see Mrs. Chen experience in four different practices, each with different standards of practice.

Instructions

Review the steps Mrs. Chen takes as she navigates through each clinic. Determine which building block the steps address and if the clinic has achieved that building block. You may list more than one building block for each step. Discuss Mrs. Chen's experience at each clinic from the patient, provider, MA and RN's point of view.

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

The UCSF Center for Excellence in Primary Care would like to acknowledge Amireh Ghorob, MPH for her contribution to this work.

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Unblock Patient Care



Meet Mrs. Chen, a 65-year-old female with diabetes. She walks into the clinic without an appointment complaining of a burning on urination. **Will she receive care that day? Who will treat Mrs. Chen?**

Mrs. Chen's experience depends on the clinic's practices. High-performing primary care clinics - and clinics working towards improvement - implement practices that:

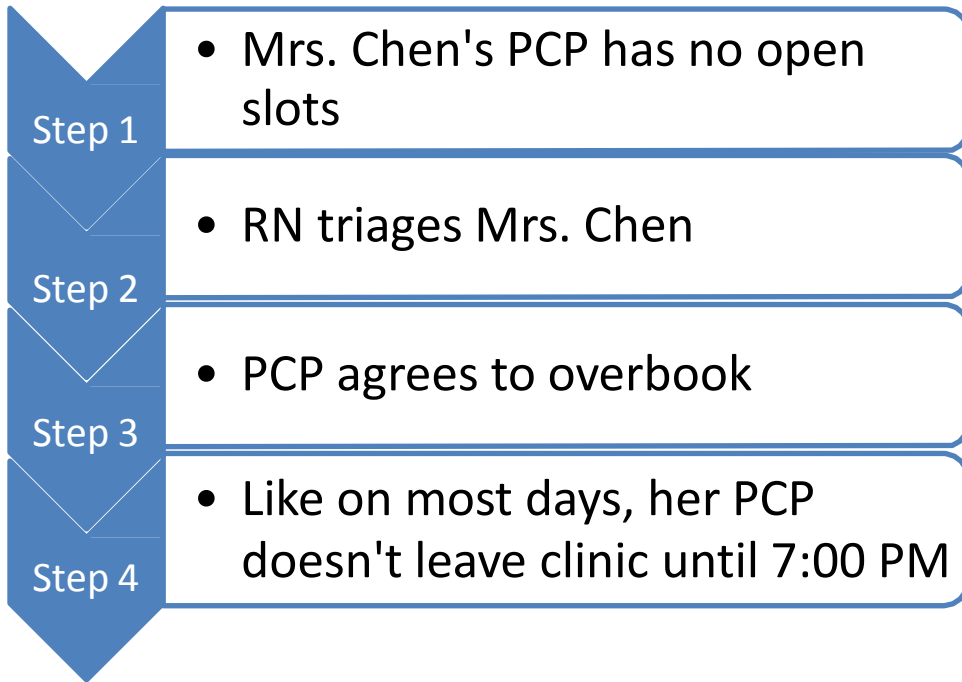
- Improve health outcomes
- Increase patient satisfaction
- Increase provider and staff satisfaction

Common practices at these sites include stable teams, expanded roles of MA's and RN's using standing orders, and population management – health coaching, panel management and complex care management.

We present the principles shared by high performing practices in the building blocks of Share the Care™. As clinics work on the building blocks of Share the Care™, the answers to questions about access, continuity, and teamwork may change. In turn, the patient experience changes.

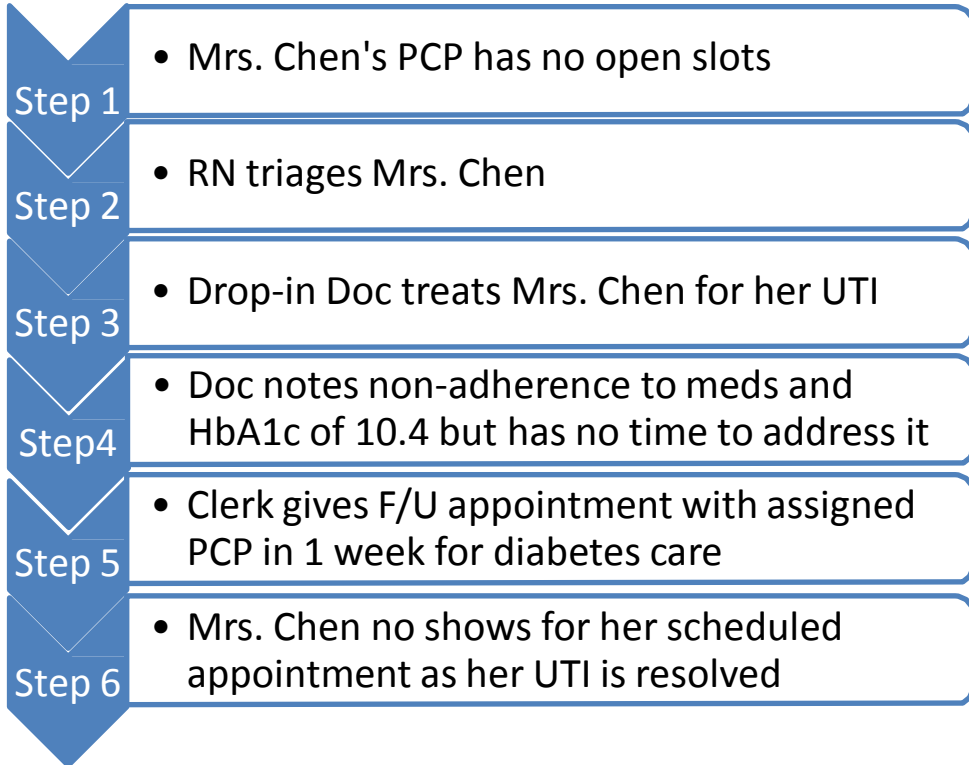
Let's see what happens to Mrs. Chen in four different clinics, each with its own standard of practice.

Clinic A



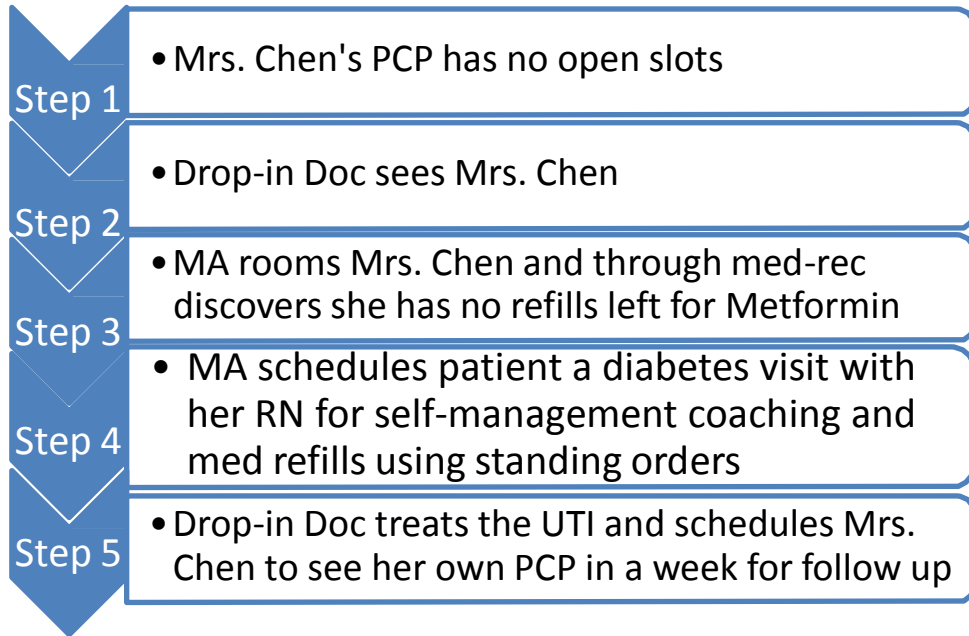
Which block? Identify the building block represented by each step. You may list more than one block for each step.		Has the clinic achieved the block?
Step 1		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 2		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 3		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 4		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No

Clinic B



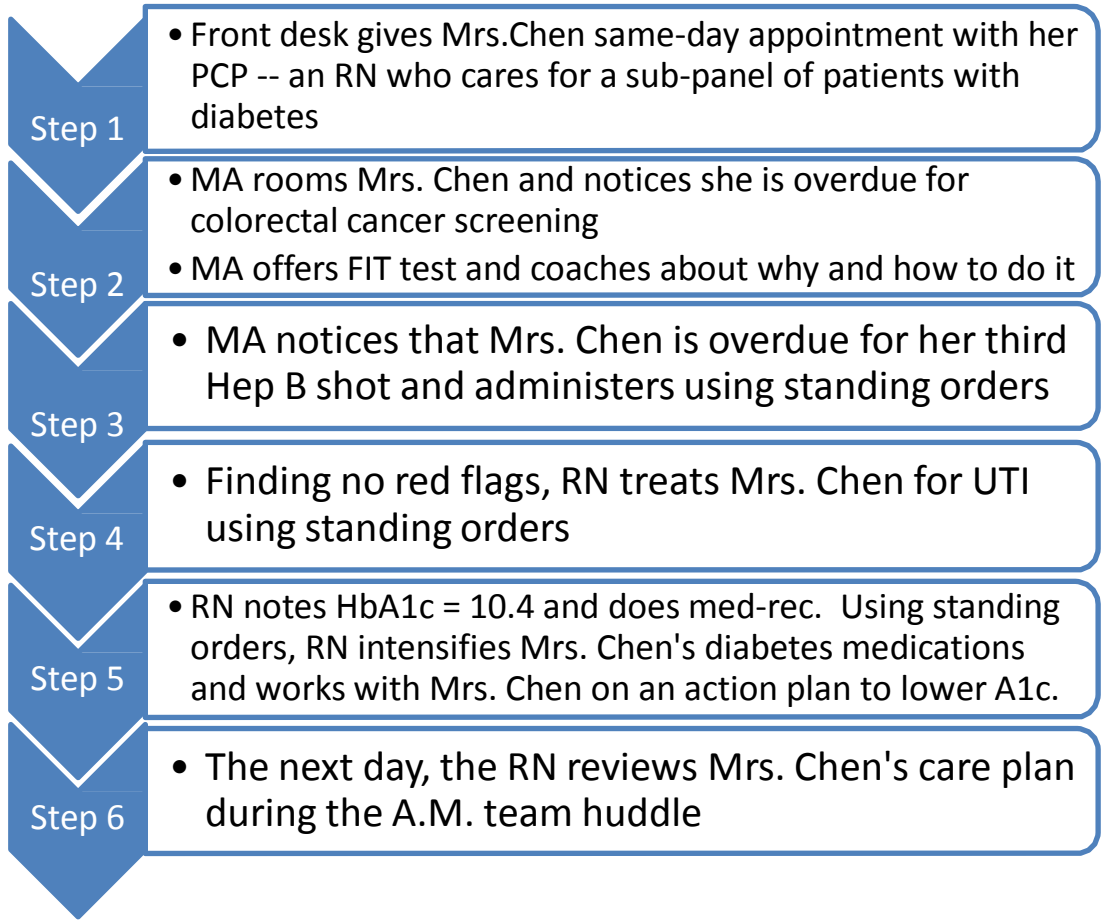
Which block?		Has the clinic achieved the block?
Identify the building block represented by each step. You may list more than one block for each step.		
Step 1		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 2		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 3		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 4		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 5		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 6		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No

Clinic C



Which block? Identify the building block represented by each step. You may list more than one block for each step.		Has the clinic achieved the block?
Step 1		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 2		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 3		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 4		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 5		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No

Clinic D



Which block? Identify the building block represented by each step. You may list more than one block for each step.		Has the clinic achieved the block?
Step 1		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 2		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 3		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 4		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 5		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
Step 6		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No

Discussion

How would you describe Mrs. Chen's experience at the clinic?

How would you describe the clinician's experience?



How would you describe the MA's experience?

How would you describe the RN's experience?

Where are you now?

Put a check mark by the Steps (Clinic A, B, C, & D) that represent your clinic now.

Where are you going?

Draw a star next to the steps (Clinic A, B, and C) that represent where you want your clinic to go. How do we get there?