

### **What you need:**

- Jelly beans, dried beans, or another type of hard candy
- Dixie cups
- Each one labeled with different health professions (*medical assistant, provider, nurse, care manager, behavioral health manager, receptionist, etc.*)

### **Team Visualization Exercise**

For each table assign someone to be a:

1. **Reader** – Will read the scenario and questions.
2. **Scribe**- Will document any answers to the questions at the end of the activity.
3. **Reporter**- Will represent your team in the group discussion at the end.

Nikki is a 12-year-old female who has missed her last 2 appointments. The primary care office was notified by that she hadn't refilled her blood pressure medication. Finally, your office got a hold of her family. She is being discussed in this morning's huddle. She was diagnosed with stage 2 kidney disease which will cause her to have to be on dialysis. She requires a low sodium diet and regular blood pressure medication. The stress of her disease causes her to experience regular depression and anxiety. She will have to go to a kidney specialist at Primary Children's Clinic in Utah for regular appointments. Nikki has 3 younger siblings and her parents are currently unemployed. Due to their financial situation they do not have a way to transport Nikki to and from her appointments in Utah. In addition, it is extremely difficult to get a hold of Nikki's parents because they frequently change their contact numbers.

Thinking about the care that Nikki will need moving forward, determine who is the most appropriate staff member to complete the following tasks. Drop an M&M into the staff's member into one of the labeled cups for each question. If you do not know who should perform the task place the M&M into the "unknown" cup.

1. Decides when to call the patient and family to come in for a visit?
2. Who would arrange for the referral to primary care children's?
3. Responsible for checking to see if she is up-to-date on her vaccinations?
4. Administers PHQ9 screening?
5. Would arrange transportation for the mother and daughter to attend their medical appointments in Utah?
6. Prescribed her blood pressure medication?
7. Responsible for refilling her medication?
8. Arranges an appointment with the counselor?
9. Orders her quarterly lab work?
10. Draws labs?
11. Sends her lab work to the kidney specialist?
12. Responsible for educating her and her parents on how to follow a low-sodium diet?
13. If the phone number was out of service who would be responsible for locating the number? (*May need to call child protection services*)
14. Calling the family to notify them of Nikki's lab test/lab results?

15. Responsible for collecting patient information?
16. Notifying patient and family of after-hours call services?
17. Developing a care plan?
18. Discusses the care plan with Nikki and her family?
19. Who discusses payment plans with the family?
20. Who would facilitate behavior change counseling with Nikki?

Now that you have completed the activity think about the following questions:

1. What did you observe about this exercise?
2. What did you learn from it?
3. What implications do you think this has for a care team?
4. Are there any M&M's and then no one cup?
5. Why do you believe this so?
6. What should the distribution of M&Ms look like between to be real team-based care?
7. If this isn't if it doesn't look real like team-based care, what changes would need to be made to support a team-based care model?
8. If you were to do this activity in an actual medical practice setting with team members what do you think it could reveal?
  - a. Could it reveal team members who are overwhelmed/everybody relies on
  - b. Members that aren't working at the top of their licensure
  - c. Could help divide work differently- lead to a workflow assessment