Module 18: Implementing Care Teams

In a Perfect World: Task Reassignment Exercise[i]

Date:

Practice:

Facilitator:

Participants:

Task	Who Does It Now?	In a Perfect World, Who Would Do It?
Book appointments		
Take incoming calls		
Chart preparations		
Triage		
Medication refill requests		
Check in		
Suture removal		
Dressing change		
Flu shots		

[i] Adapted with permission from Institute for Healthcare Improvement, Cambridge, MA.