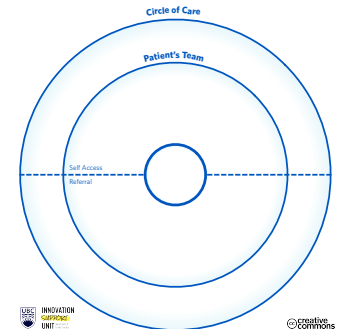


The UBC Innovation Support Unit (ISU) has created a suite of Primary Care Transformation supports for implementation that help clinical teams, Primary Care Networks, and communities work better together. Each method takes a person-centred approach using simulated cases (personas) to facilitate engagement and collaboration.

## Team Mapping – For Clinical Teams

*“Working Together on How to Work Better Together”*

Team Mapping helps primary care teams (e.g., Patient Medical Homes, CHCs, UPCCs) explore and define how their team could be structured. These highly interactive sessions help groups describe how roles work together. Team Mapping also helps build a sense of cohesion and consensus across a team, as participants explore team structure and the processes involved in the delivery of team-based care.



## PACC Mapping

*“Accelerating Local Collaborative Planning”*



Think of Primary and Community Care (PACC) Mapping as Team Mapping for a community or network instead of a clinical team. Taking a co-design approach to engagement and planning, PACC Mapping helps communities collectively explore how they could address local primary care needs and other specific service gaps in a patient-centred manner. Key community stakeholders work together in a facilitated workshop to plan changes to primary care and discuss how ideas can best serve the population(s) in need. The output from a PACC Mapping session can be used to inform local community action.

## Primary Care Supports Services Mapping (in development)

*“Coordinating Supports for Clinics”*

Support Services Mapping is a method that the ISU is currently developing – it will be designed for those who are supporting primary care clinics in communities (e.g. across a Primary Care Network). Support teams can include those who provide services such as coaching, quality improvement, recruitment & retention, etc. Support Services Mapping aims to help new and evolving support teams. In a mapping session, the group will work through simulated clinic personas and collaboratively map out the wrap around services to maximize reach and impact while minimizing duplication.

**For more information, please reach out to us directly [isu@familymed.ubc.ca](mailto:isu@familymed.ubc.ca). For those interested in facilitator training, please visit our registration portal [here](#).**