

Supplemental materials for:

Ilbawi NM, Kamieniarz M, Datta A, Ewigman B. Reinventing the medical assistant staffing model at no cost in a large medical group. *Ann Fam Med*. 2020(18)2:180.

Key words: process assessment (health care), personal satisfaction, workflow, efficiency, primary health care

Funding support: NorthShore University Health System Department of Family Medicine Quality and Patient Safety Fellowship Program

Prior presentation: North American Primary Care Research Group; poster presentation, November 12, 2018, Chicago, IL

Appendices/Supplemental Material: The workbook is available on request from the corresponding author.

References

1. Sinsky CA. Designing and regulating wisely: removing barriers to joy in practice. *Ann Intern Med*. 2017;166(9):677-678.
2. Bodenheimer T, Willard-Grace R. Teamlets in primary care: enhancing the patient and clinician experience. *J Am Board Fam Med*. 2016;29(1):135-138.
3. Bodenheimer T, Willard-Grace R, Ghorob A. Expanding the roles of medical assistants: who does what in primary care? *JAMA Intern Med*. 2014;174(7):1025-1026.
4. Bodenheimer T, Sinsky C. From triple to quadruple aim: care of the patient requires care of the provider. *Ann Fam Med*. 2014;12(6):573-576.
5. Elder NC, Jacobson CJ, Bolon SK, et al. Patterns of relating between physicians and medical assistants in small family medicine offices. *Ann Fam Med*. 2014;12(2):150-157.