



PATIENTS

Patient Focus

Skill: Actively guide the clinical team toward patient self-management and true patient-centered, integrated care, wellness and health promotion

5-Expert

- Advocate in the community for patient self-management and true whole-person care, wellness and health promotion
- Speak at wellness events
- Write blogs for social media
- Write articles for community publications
- Monitor the industry for innovative approaches to deliver patient-centered, integrated care and leverage patient self-management
- Create processes/structure that my team can use for regularly identifying those patients who can best benefit from integrated care
- Demonstrate Skilled behaviors

4-Skilled

- Have regularly scheduled team meetings and proactively ask team members to identify patients who need multi-disciplinary clinical support
- Serve as active mentor/coach for clinical team members
- Demonstrate Applied behaviors

3-Applied

- Guide active integration of related clinical disciplines (oral health, behavioral health, AIDS/HIV services, etc.) and applicable community resources to the full range of patient needs
 - Distribute materials in support of integrated care
 - Schedule health center events to educate patients/stakeholders on the importance of self-management and integrated care

- Communicate to clinical team the benefits of integrated care
 - Clinical
 - Financial
 - Community
 - Health Center
- Ensure each team member is an ambassador for self-management
- Ensure my team works together to deliver whole-person care
 - Lead team meetings to discuss patients who need multi-disciplinary clinical support

2-Basic

- Understand basic communication theory (including concepts regarding semantics)
- Understand how to treat staff, patients and family members with honesty and respect

1-Learning

- Aware of the importance of self-management and integrated care, but have no experience implementing programs around them