

BETWEEN

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Who is “We”?
Where is “Home”?

Care is broken between our
organizations.

Organizations and leaders as community
citizens?

Home?

- Where people live
- Where they have conversations and make choices that determine their behavior
- Part of a social network

Business?

- Where goods and or services are produced and delivered for sale

Between

- Where no one is payed to care or serve

Community?

We Briefly Listened

- REDESIGN AMERICAN HEALTHCARE?
- Patients were willing to help providers redesign their businesses, but--patients themselves wanted three things:
 - First priority--Navigator & Coach
 - Personally controlled health information
 - Reliable information for self-management

Chronic Care Model?

- Ed Wagner's model is the provider view, drawn from provider literature
- From the patient's perspective, perhaps a "Complex Care Model" is also needed
 - Navigator of the "non-system"
 - Shared Care Plan--patient controlled MR
 - Self management coach & information

“Complex Care”

- Between our organizations
- Navigating and surviving among competitors
 - *Frontiers Article*
- Possibility of community
- Transitions of care

Clinical Care Specialist

- Between
 - Navigator
 - Door opener
 - Translator
 - Life Guard
- Coach

Shared Care Plan

- Between

Care?

- *The Careless Society, Community and it's Counterfeits, John McKnight*
- Most US healthcare is selling unconnected, time-limited & location-limited services.

Co-Design

- Ask.
- They will help you with your business & process redesign.

Customers on Teams & Committees

- Ideas
 - Design teams
 - Quality teams
 - Service line leadership “quartets”
- Voice
 - Medical Executive
 - Board

Engagement is Easy

- Team members select patients known to them for the role--“fit”
- Some orientation--volunteer program?
- Some connection--who is their go-to-person
- Engage them in the conversations

Meetings Become More Meaningful

- Everyone is more engaged!

Advocates Can Be Counterproductive

- Choose real patients

Role Conflict?

- Being the expert?
 - Knowing (what is best for the other person, without knowing their situation)
- Taking the role of the other?
 - Being curious-- “not knowing”
 - Every person may have different needs and preferences, different situations
 - *The Reflective Practitioner, How Professionals Think in Action, Donald A. Schon*

Activated Patient

- I had no idea how important patient activation is!
- Are we:
 - Putting adults in the baby pool
 - Putting a babies in the deep end
- Do we only have only one pool of one depth?

PAM

- The indispensable measurement
- Person-centric (fit service to customer)
- Predictive
 - Correlates with clinical outcomes and cost outcomes

COMMUNITY ROLE in HEALTH CARE?

- Redesign of US Health Care?
- HIE?
- Untethered PHRs?
- ACOs?

Loci of Caring?

- Inside our businesses?
- Their homes and their lives?
- Both?
- Communities?