Module 6:
Supporting Patient Self-Management in a Team-Based Setting
Learning Collaborative Recap: Module 1

- Interdisciplinary care teams that include the patient as a key stakeholder can improve patient engagement and clinical outcomes
- In a care team, all roles are articulated, understood, and optimized
- Care team role strategies:
  - RACI Matrix
  - Swim Lane Diagramming
Learning Collaborative Recap: Module 2

- “Be Prepared to Be Engaged” is an evidence-based patient engagement tool from AHRQ
- Facilitates visit agenda setting for patients and clinicians
- Improves visit efficiency and safety and promotes effective communication
Learning Collaborative Recap: Modules 3-5

- Motivational interviewing is a communication strategy that encourages collaboration, respect, and empathy between providers and patients.
- Motivational interviewing can be utilized to understand the patient’s goal and how those goals can lead to meaningful change.
- OARS: Open Ended Questions, Affirmations, Reflections, Summaries.
- Sustain/Change Talk: DARN CAT.
What (if any) of these strategies did you already have experience with at your health center?
Have you implemented any of these strategies since the learning collaborative began?
Exercise: RACI Matrix

Implementing “Be Prepared to Be Engaged”

A health center in Philadelphia has identified a cohort of about 150 patients who are (1) smokers and (2) residents of public housing. The clinical director, a front desk staff member, an RN care coordinator, an MA, and a peer educator have been identified to enroll these patients in a smoking cessation program that will utilize Be Prepared to Be Engaged to engage them.
<table>
<thead>
<tr>
<th>Clinical Director</th>
<th>Front Desk</th>
<th>RN Care Coordinator</th>
<th>MA</th>
<th>Peer Educator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Track outcomes of patients enrolled in program</td>
<td>A</td>
<td>R</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create materials promoting BPTBE</td>
<td>I</td>
<td>A</td>
<td>R</td>
<td></td>
</tr>
<tr>
<td>Explain BPTBE tool to each patient</td>
<td>I</td>
<td>I</td>
<td>R</td>
<td></td>
</tr>
<tr>
<td>Make sure materials are available for use by patients and providers</td>
<td>R</td>
<td>I</td>
<td>I</td>
<td></td>
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<tr>
<td>Track staff and patient satisfaction with the tool</td>
<td>C</td>
<td>R</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Lessons Learned: Ag Worker Health and Services