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# Module 6:

— Supporting Patient Self -Management in —  
a Team-Based Setting

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# 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
- Four Processes: Engaging, Focusing, Evoking, Planning
- 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.

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	<b>Clinical Director</b>	<b>Front Desk</b>	<b>RN Care Coordinator</b>	<b>MA</b>	<b>Peer Educator</b>
Track outcomes of patients enrolled in program	A		R		
Create materials promoting BPTBE		I	A		R
Explain BPTBE tool to each patient	I		I	R	
Make sure materials are available for use by patients and providers		R		I	I
Track staff and patient satisfaction with the tool	C		R		



# Lessons Learned: Ag Worker Health and Services