| Systems Discussion: Clinical Systems |
| --- |
| * Consider the ‘legs’ of your clinical system:
	+ Primary care/medical
	+ Behavioral health
	+ Other clinical specialties (e.g. dentists, optometrists, etc.)
	+ Clinical support (e.g. peers, care managers, patient navigators)
* Which of your clinical systems ‘legs’ is strongest? Why?
* Which one may need some support or reinforcement? Why?
 |

| Systems Discussion: Health Organization System |
| --- |
| * Consider the ‘legs’ of your health organization system:
	+ Leadership
	+ Administration and operations
	+ Health Information Technology and Electronic Health Record
	+ Quality & evaluation
	+ Human Resources & training
	+ Revenue cycle
* Which of your health organization systems ‘legs’ is strongest? Why?
* Which one may need some support or reinforcement? Why?
 |

| Team & Function: Shared Responsibilities |
| --- |
| * In what ways does your clinical team demonstrate team-based care?
* Is your clinical culture more roles/titles focused or function focused?
* In what ways could your health center foster a more function-oriented approach to care delivery?
 |

| Creating Culture: Language and Communication (1) |
| --- |
| * What language do you use in your health center to describe or introduce your care team and team members?
	+ Is there consistency among all members of the team?
* What workflow processes or systems are in place to support frequent communication?
	+ What might you implement to improve communication?
 |

| Creating Culture: Language and Communication (2) |
| --- |
| * What mechanisms are in place to promote sharing of knowledge among care team members, including patients?
	+ What skills overlap among team members that can be shared responsibilities?
* What are two ways your health center promotes team-based care?
	+ What are some opportunities for growth?
 |

| Sustainability: Training and Education |
| --- |
| * How is integrated care a focal point of recruitment and hiring processes?
* How is integrated care embedded in the onboarding process?
* What ongoing training and education are provided to your care team to enhance skill building, communication, and collaboration?
 |

| Foundations of Integrated Care |
| --- |
| * Which foundations of effective integrated care does your organization do well?
	+ Systems approach
	+ Team-based care
	+ Focus on function
	+ Language & communication
	+ Ongoing education
* Where are the greatest opportunities for improvement?
 |

| Notes |
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|  |

| Action Steps***Two things I will do in the next two weeks to further******integrated care at my health center*** |
| --- |
| 1.
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