| Language and Communication: Assessment and Reflection |
| --- |
| * What language do you use to discuss integrated care…
	+ With patients
	+ Within your care team
	+ Across departments in your health center
	+ In your community and with community partners
* What communication strategies do you use to convey your focus on integrated care?
	+ Language—direct spoken and written communication
	+ Policies
	+ Marketing
* Thinking about your patients and your community, what messages or language might make them more (or less) willing to engage in integrated care services or behavioral health services?​
 |

| Language and Communication: Patient |
| --- |
| * What do you tell patients so they know they are receiving integrated care services?
	+ Who talks with your patients about integrated care?
	+ What different communication formats do you use to inform patients about integrated care services at your health center?
* What language/messaging do you use to talk to patients about behavioral health services?
* What language/messaging do you use to talk to patients about the care team members who provide behavioral health services?
 |

| **Integrated Care Language: Care Team** |
| --- |
| * How do your various care team members refer to themselves within the integrated care model?
* How do your care team members refer to one another…
* When talking with patients?
* With other care team members?
* What communication formats does your care team use to communicate with one another effectively?
* How does communication within your care team reflect a focus on function rather than role/title?
* How do care team members learn to communicate in a way that conveys they are working in an integrated care model?
 |

| **Integrated Care Language: Health Center** |
| --- |
| * What messaging does your health center use to communicate the integrated care you provide to…
	+ Patients
	+ Your staff
	+ The community
* What communication strategies and protocols do you use to ensure effective integrated care collaboration?
* What policies, practices, and protocols do you have around providing integrated care?
* How do you market and promote integrated care services at your health center?
 |

| **Integrated Care Language: Community** |
| --- |
| * Who are your community partners and referral organizations? How would you describe the organizational relationship between your health center and these organizations?
* To what extent do community partners know what integrated care is?
* How do you communicate with community and referral organizations about integrated care and the scope of care your health center provides?
* How could you partner with community and referral agencies to expand the community’s capacity to meet patient health needs?
* How could you increase community awareness of your integrated care model and how it supports the community?
 |

| **Care Team Identity** |
| --- |
| * Which integrated care team names could work at your health center? What about your current work culture makes some of these names more or less appealing?
* Think of a personal or professional change or goal you’d like to make. Describe that goal in terms of...
	+ Desired outcome
	+ Process to achieve goal
	+ Whom you’ll become
* How does thinking about change in this way feel? What feels comfortable? What is uncomfortable?
* How does thinking from the ‘identity’ level change your level of investment or motivation to achieve the goal or make a change?
 |

| **Notes** |
| --- |
|  |

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