| Language and Communication: Assessment and Reflection |
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| * 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 |
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| * 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** |
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| * 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** |
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| * 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** |
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| * 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** |
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| * 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** |
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| **Action Steps**  ***Two things I will do in the next two weeks to further***  ***integrated care at my health center*** |
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