Be the Bridge!
Practical Ways to Get All of Your Doctors on the Same Team

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BUILDING BLOCKS FOR STRONG HEALTHCARE COMMUNICATION BRIDGES

Respect  
Personality

Time  
Confidence

Information  
Rules
WHAT IS FREQUENTLY MISSING???

Time

Personality

Rules

Respect

Information

Confidence

YIKES!
LET’S TALK ABOUT RULES FIRST BECAUSE… THEY SEEM LIKE THEY TAKE THE MOST TIME!!

PROTECT: Some protect you. Some protect the doctor. Some protect the payer. Some protect society. Some protect against fraud, waste and abuse.

REGULATORS: Federal, state, licensing, Medicare, Medicaid, Health Plan, RBHA, agency rules, regulations, best practices, the electronic medical record.

YOUR DOCTOR: A good doctor follows the rules, but knows when to be flexible.

PROBLEMS: Accidents and mistakes can happen when rules/procedures are not followed.
FEELING HEARD AND UNDERSTOOD…TAKES TIME!
RESPECT FOR YOU AND OTHERS.

- Stigma Causes
- Stigma Stops
- Stigma Splits Apart

Fear, Mistrust, Discrimination

People getting the help they need

Families & Friends
GATHERING INFORMATION, LISTENING & THINKING….TAKE TIME!
HELP!! YOU’RE NOT LISTENING TO ME!

https://www.youtube.com/watch?v=-4EDhdAHrOg
YOU HAVE THE MOST INFORMATION!

• Personal medical file
• Pre-visit preparation
• Communication with staff ahead of time about your needs and time
• Day of appointment
• What happens when the doctor is late?
• Usual visit structure
• After the visit
• Paying for medications or transportation
• Questions
• Sharing information with all of your doctors
YOUR CONFIDENCE IN SELF-CARE....TAKES TIME!

Time

Personality

Confidence

Respect

Rules

Information

CONFIDENCE
BUILD CONFIDENCE TO SELF-MANAGE CONDITIONS

- Problem-solving
- Decision-making
- Taking action for change
- Using resources
- Partnership with provider

Not just knowing what to do, but believing you can make a difference in your health.

And then actually trying things.
### Increase in Confidence About Doing Things Due to Course (n=248)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do things besides take medication to help?</td>
<td>19%</td>
</tr>
<tr>
<td>Do Tasks and Activities?</td>
<td>16%</td>
</tr>
<tr>
<td>Keep Other Symptoms from interfering?</td>
<td>18%</td>
</tr>
<tr>
<td>Keep Emotions from interfering?</td>
<td>22%</td>
</tr>
<tr>
<td>Keep Pain from interfering?</td>
<td>17%</td>
</tr>
<tr>
<td>Keep Fatigue from interfering?</td>
<td>14%</td>
</tr>
</tbody>
</table>
PERSONALITIES….TAKE TIME!

- Time
- Rules
- Information
- Respect
- Confidence
Discuss personal problems related to your illness?

- 6%

Ask questions about things you don’t understand?

- 7%

Prepare a list of questions?

- 20%

Increase in Discussion of Medical Care at Doctor Visits (n=248)
IT ALL....TAKES TIME! MAKE THE MOST OF IT!

BALANCED and STRONG

Time
Confidence
Personality
Respect
Rules
Information
Be the Bridge!
Effective communication with each member of your team helps everyone!

May 20, 2016