

Empowering Patients ^{& Families} to Be
Active Participants in Their
Care



Collaboration Rd.
NEXT INTERSECTION

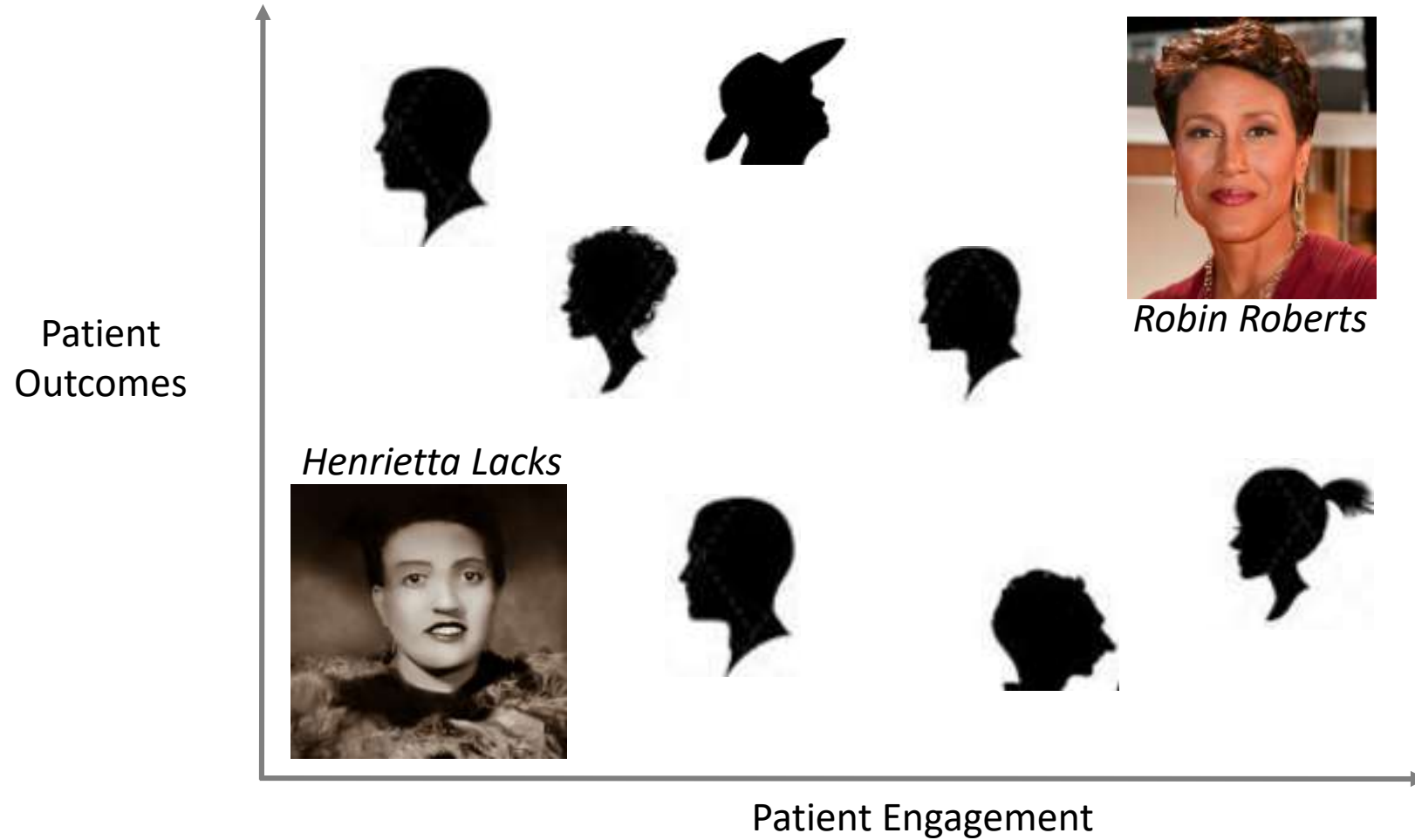
*“I've learned that people will forget what you said, people will forget what you did, but people **will never forget how you made them feel.**”*

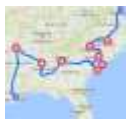
- Maya Angelou



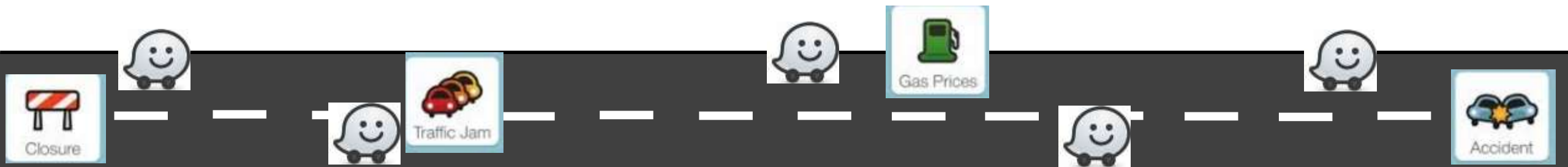
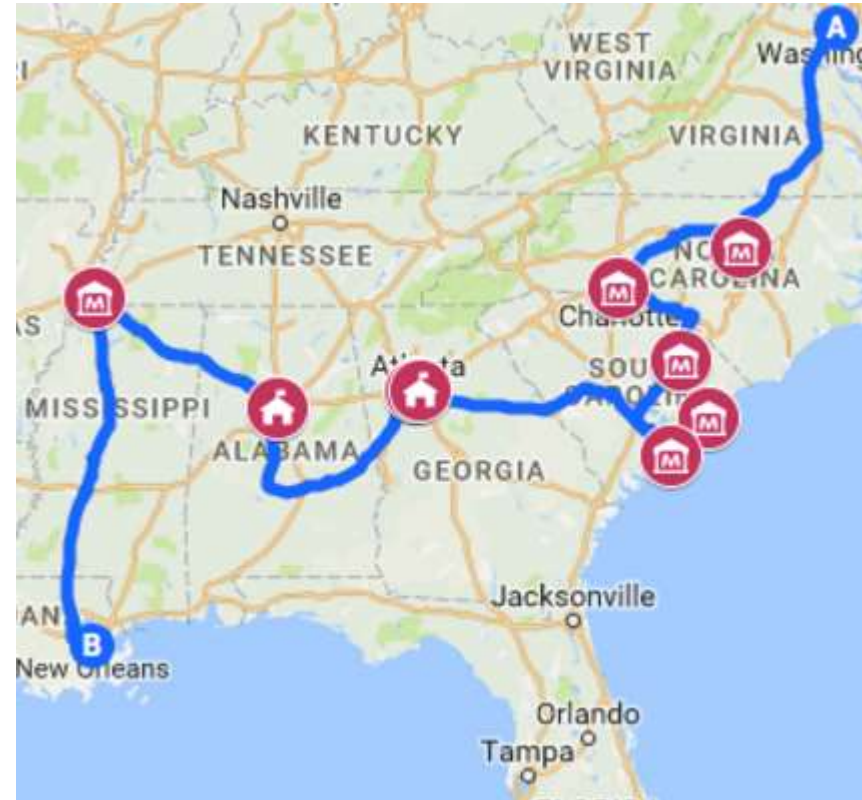


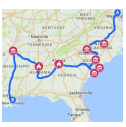
Patient^{& family} engagement & outcomes





Empowered patients^{& families}... plan the trip





Ensure you have the culture to support empowered patients ^{& families}

Patient
Centered

Multiple Right
Answers

Its All About
Relationships



Empowered
Team Members

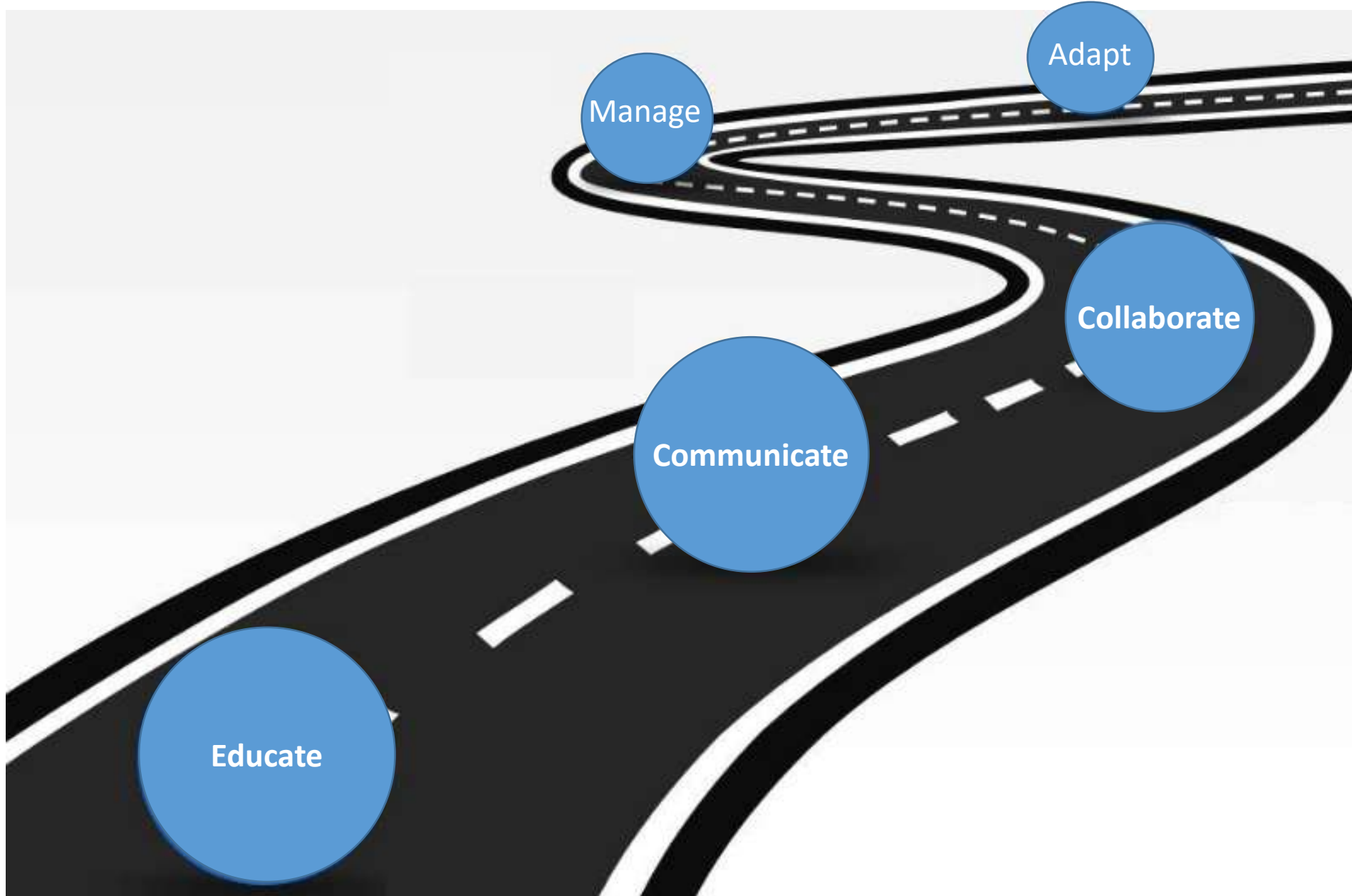
The Right Tools

The Right Languages





Create your strategy for empowering patients ^{& families}





Take inventory

- Patient Demographics
- Patient Care Teams
- Current Engagement Levels
- Patient Expectations

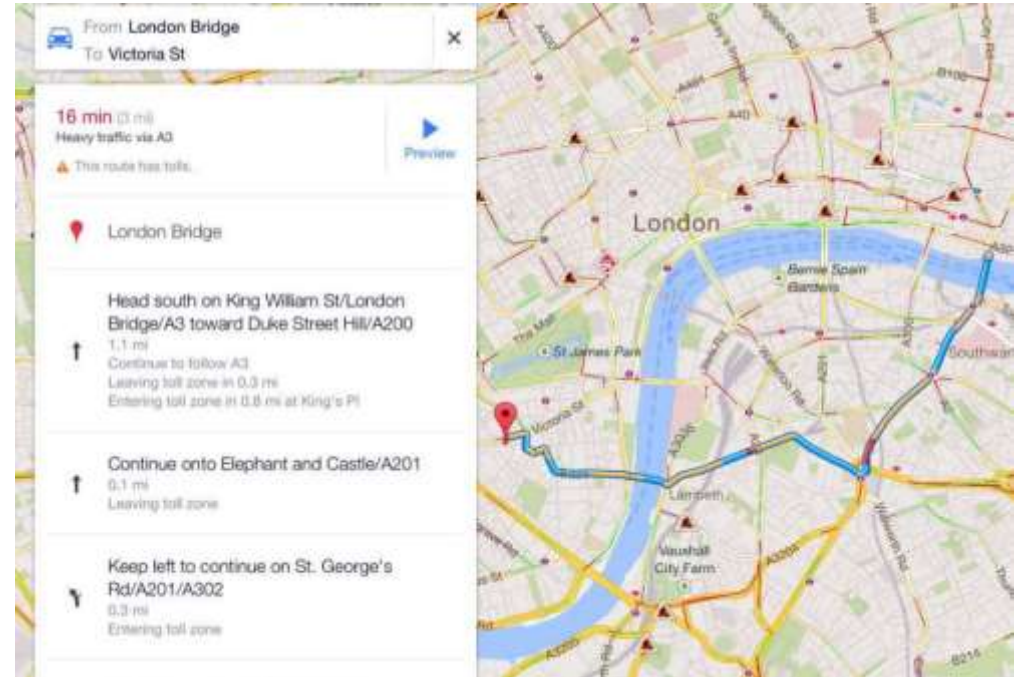
- Team Members
- Tools
- Technology
- What Success Looks Like



Keep It Simple...Smart! (KISS)



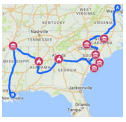
VS.





Communicate ↻ *listen* ↻ communicate ↻ *listen* ↻ communicate





Select the right resources

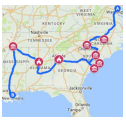
Outside the Office

- Patient Portals
- Community/Support
- Health Tracking Apps
- Telehealth
- Appt Reminders
- Mobile Pre-Check/eStatements
- Patient Bill of Rights/Code of Conduct
- Surveys

Inside the Office

- Review Expectations
- Engage Patients in EHR/Portals
- In-Office Instructional Videos
- Surveys
- Support Groups
- Group Visits





Engage with the patient ^{& family} outside the office

Patient Portals



Contact Mgmt



Mobile Pre-Check



eStatements

Telehealth



Surveys

Patient Bill of Rights
Code of Conduct



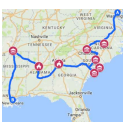
Community/Support

Health Tracking Apps

Websites
NEXT INTERSECTION

Surveys





Engage with the patient ^{& family} during the visit

Engage Patients in EHR/Portals

Group Visits

Support Groups



Review Expectations

“Flash” Surveys

In-Office
Instructional Videos



*“I've learned that people will forget what you said, people will forget what you did, but people **will never forget how you made them feel.**”*

- Maya Angelou



Thank you!



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