

Patient Engagement: Part 2

Mastering the Workflow in Your Office for Improved Patient Engagement using Care Coordination

April 27, 2022

**Panel Discussion Facilitated by Faith Jones, MSN, RN,
NEA-BC**

Director of Care Coordination and Lean Consulting



3-Part Series

Succeeding at Virtual Patient Engagement

Part 1 – Nuts and Bolts of Getting Your Clinic and Your Patient Started with Telehealth using Care Coordination

Faith Jones

Part 2 – Mastering the workflow in Your Office for Improved Patient Engagement using Care Coordination

Care Coordinator Panel Presentation

Part 3 – Overcoming the Constant Need for Telehealth Training Due to Employee Turn Over

Maribel Frank

Patient Centered Care

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The National Academy of Medicine (formerly the Institute of Medicine) defines patient-centered care as:

"Providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions."



Patient Engagement

Information Overload



What is Health?

Health Promotion and Perception of Health

**Proactive Care Coordination
Is
Health Promotion**

**Health is what the individual
believes it is**

Panelists



Sheridan Roling, PCSW
Ivinson Medical Group



Jeri Slover, RN
Hot Springs Health



Natasha Urbanek, RN
LIV Health

Sheridan Roling, PCSW

Ivinson Medical Group

Highlights:

- Geriatric practice
- First Recognized Age Friendly Practice in WY
- Incorporates clinical pharmacy services in care coordination

Jeri Slover, RN

Hot Springs Health

Highlights:

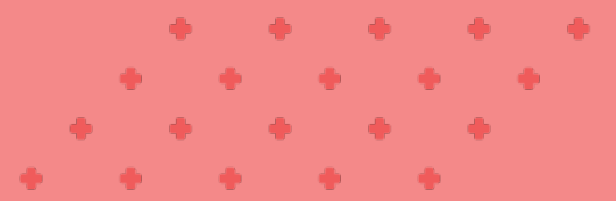
- Functions under a regional care coordination model
- Provides care coordination for providers in 5 clinics
- Uses a hybrid practice model consisting of onsite and remote work
- Conducts visits in the community as needed

Natasha Urbanek, RN

LIV Health

Highlights:

- Functions under a home-based care model
- Partners with community providers
- Uses remote physiological monitoring to assist patients
- Assists patients with telehealth set ups in the home



Questions?



Facilitator



Faith Jones is the Director of Care Coordination and Lean Consulting for HealthTech. She currently implements care coordination programs for the Medicare population and teaches care coordination and team-based approach to care nationally. Ms. Jones began her healthcare career in the Navy 40+ years ago and her practice has spanned clinical, education, administration, and consulting. She is certified in Advance Care Planning, Lean for Healthcare and as a Nurse Executive Advanced. She is a fellow of the American Nurses Advocacy Institute and the ANA-PAC Leadership Society.

Faith Jones, MSN, RN, NEA-BC
Faith.Jones@Health-Tech.us
307.272.2207

Thank you +

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www.health-tech.us | faith.jones@health-tech.us