

**Patient** Journey Map

# OF ALL WE DO

#### **Our Vision**

We are a community health center dedicated to embodying the values central to American Indian cultures. This includes respect for our patients. acknowledgement of the whole person, and a focus on working together to ensure health for the individual, and therefore the



#### Our Mission To promote excellence

in health care with respect to custom and tradition. Our goal is to reduce the significant health disparities of all San Diegans, with a focus on the Urban American Indian population by increasing access to care and improving the quality of that care, resulting in increased life expectancy and improved quality of life.

## **AHEART SERVICE RECOVERY**

**A**pologize Hear

**E**mpathize

**A**sk

Resolve

Thank

I am sorry... Don't blame others Listen without interruption Demonstrate caring and empathy What can we do to make this better Give options, share issue with team

Their raising concern helps us

"I practice hand

## A Culture of Genuine Care

"Our efforts paid off! This project improved our efficiency and patients & get better care!"



"Good morning! My name is Ronnie, how may I help

"Let me walk with you to Behavioral health, we have a great team to help



"I am scheduling your

Imaging, is October 4 at

appointment with

2 pm fine with you?

"I have scheduled your next medical visit, I can also schedule a dental check up, and with Behavioral health, all on the same day for your convenience."





how we can help our patients utilize

all of our services,

Medical, BH.

WELCOME TO SDAIHC "Le1t's discuss



"I understand this is a challenging situation for you. Let's review how we can make better decisions using SPREE and HEART.

Send a compliment to your colleague using "Thank You" cards!



Thank you for keeping our work area clean and



How is YOUR day?

"EMPLOYEE EXPERIENCE?

## **SDAIHC OUR EXPERIENCE STANDARDS**

## **PATIENT RESPONSIBILITY Patient Centered Medical Home**

- Show up for all visits
- Communicate with Provider about health concerns
- Keep provider updated on medications





- Provide immediate greeting
- Speak positively building trust
- When we fail, own it



- Ask questions & listen to patient
- Personalize every experience
- Give choices & options



**GUIDE ME** 

- Anticipate needs and offer help
- Ensure understanding
- Provide seamless transitions

# Primary Care for the 21st Century

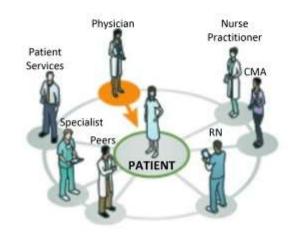
Ensuring a Quality, Provider-Led Team for Every Patient

FQHC's foundational model of care is built around patients and delivered by teams, known as Patient-Centered Medical Home



#### What is it?

- ✓ Each person has an ongoing connection with a personal provider who provides continuous, comprehensive care
- Provider leads a team of professionals to care for patients (ie Nurse, CMA)





Personal provider coordinates with other health care providers and specialists across the complex health care system and scheduling appointments on behalf of the patient



Quality and safety are hallmarks, and patients and their families actively participate in decision making. Providers, must do more active listening to patients than talking



✓ Enhanced access to care through open and same-day scheduling, expanded clinical hours, and new options for communication

Physicians bring broader and deeper expertise to the diagnosis and treatment of all health problems. Physicians are trained to provide complex diagnosis and develop comprehensive plans to treat them. Therefore, the Medical Director's primary responsibility is oversight and mentoring of the providers and quality review of patient care. The Clinic manager has direct responsibility of clinic operations allowing the Medical Director to focus time on the providers, patient care, and leading case conferences.

### How do we make the PCMH a reality at SDAIHC?

- ✓ We need more collaboration between the Medical Director, Mid-Level Providers, Nurses, MA's and the PATIENT.
- ✓ Evidence-based best practice set the ideal practice ration of mid-level providers is not more than 4 to 1.
- ✓ With this ratio, we can have a physician-led team to provide the best care for our patients and their families.
- Medical, Behavioral Health, and Dental must also coordinate care together for our patients.



Safe



**High Quality** 



Patient-Centered



#### References:

Martin Greg. "Education and Training: Family Physicians and Nurse Practitioners."

American Medical Association. "Patients support for physician-led health care teams."

"Proof of Practice: A Compilation of Patient Centered Medical Home Pilot and Demonstration Projects."

Buerhas, Peter I., David I Auerbach, and Douglas O. Staiger. The Recent Surge in Nurse Employment: Causes and Implications.

Engaged, Resilient Care Teams