



# Continuity of Care: Why it takes a team

Presented by:

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Altarum



“If you want to go fast, go alone.  
If you want to go far, go  
together.”

-African Proverb

“If you want to go fast, go alone.  
If you want to go far, you need a  
team.”

-John Wooden



# Agenda-Continuity of Care

Definitions

Importance

Tools and techniques to strengthen practices

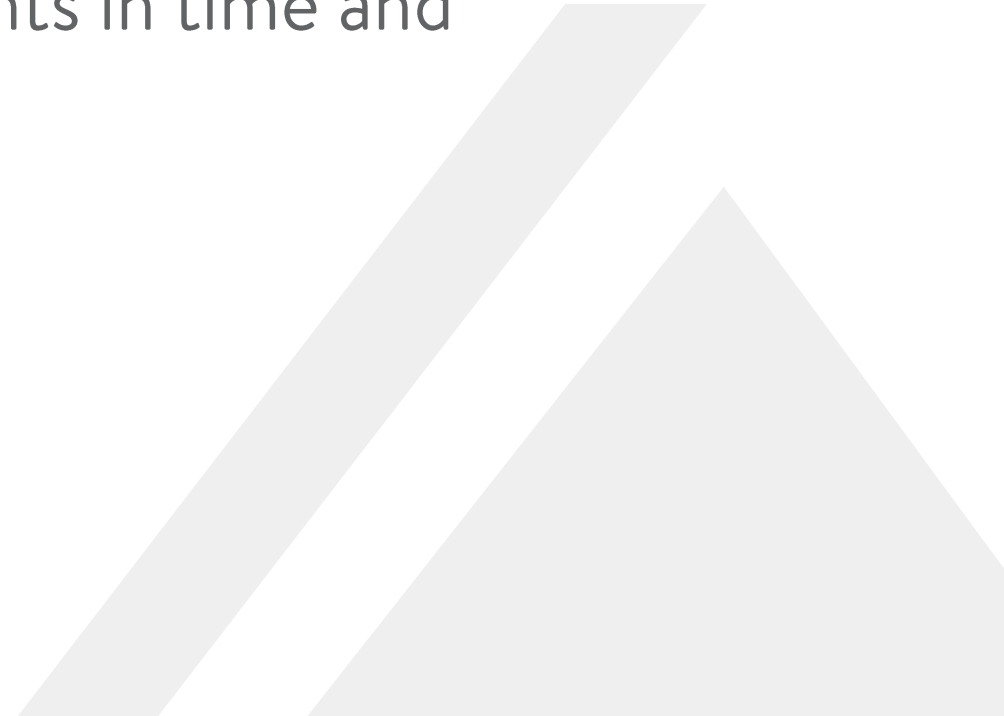
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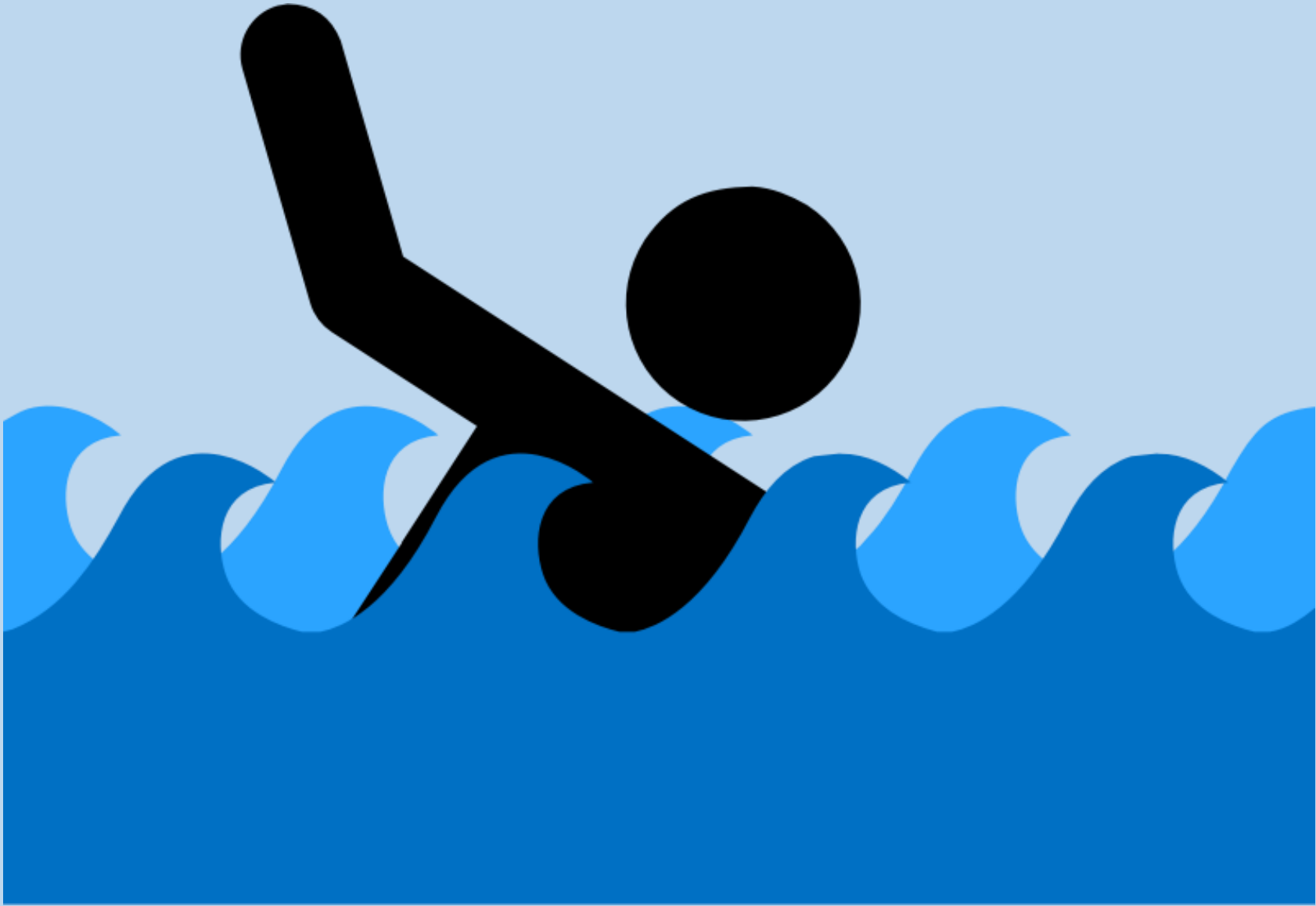


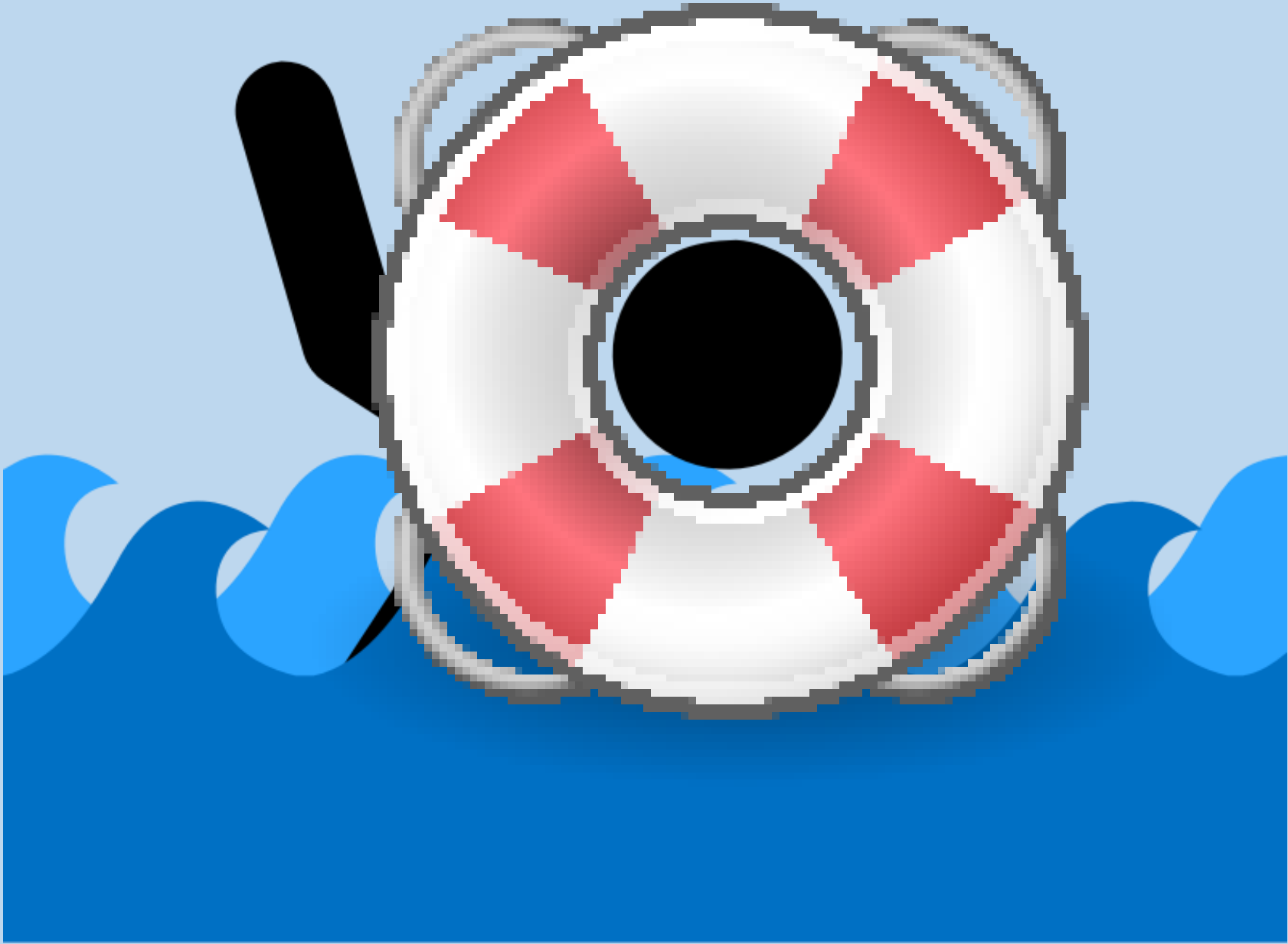
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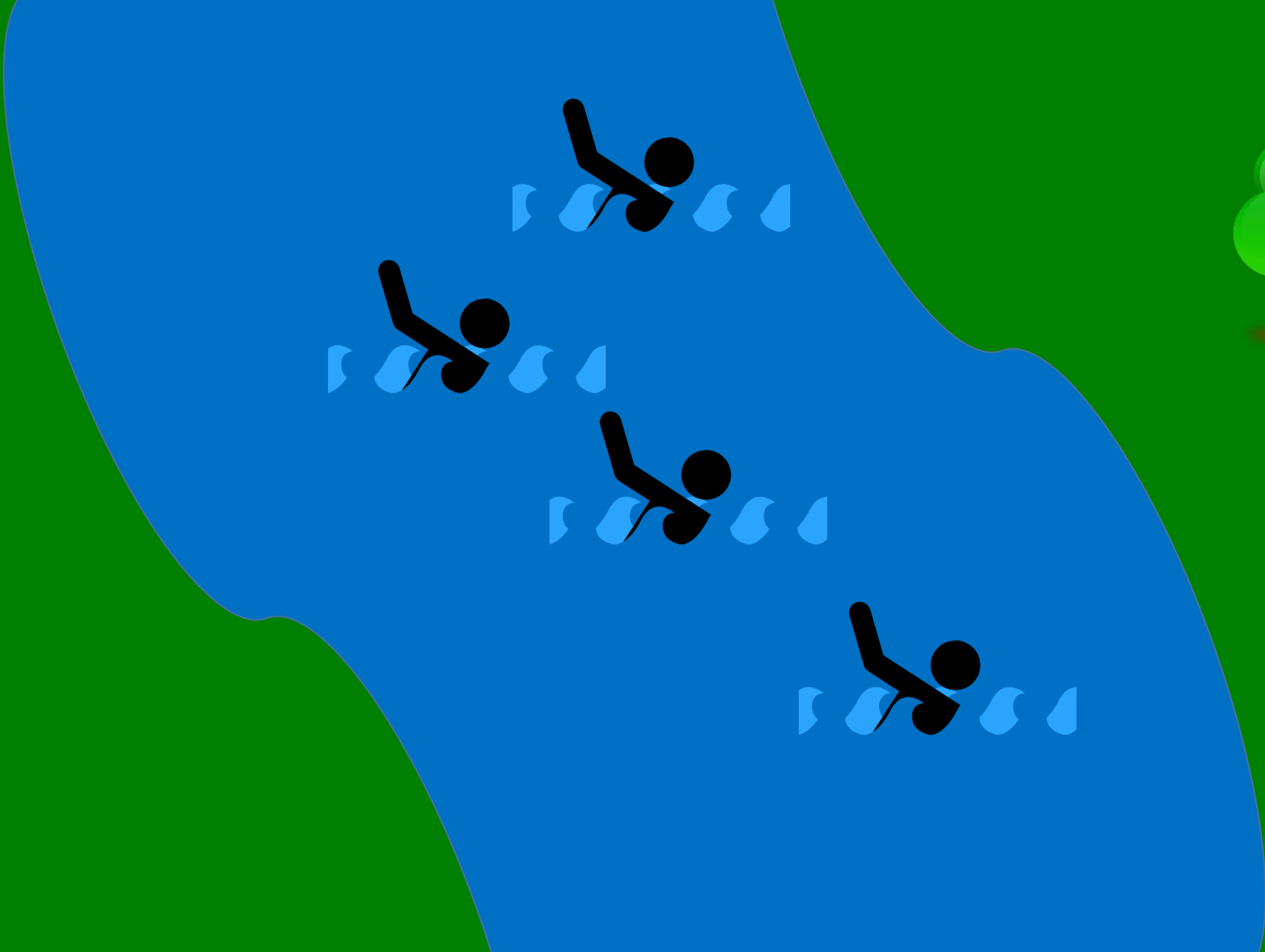




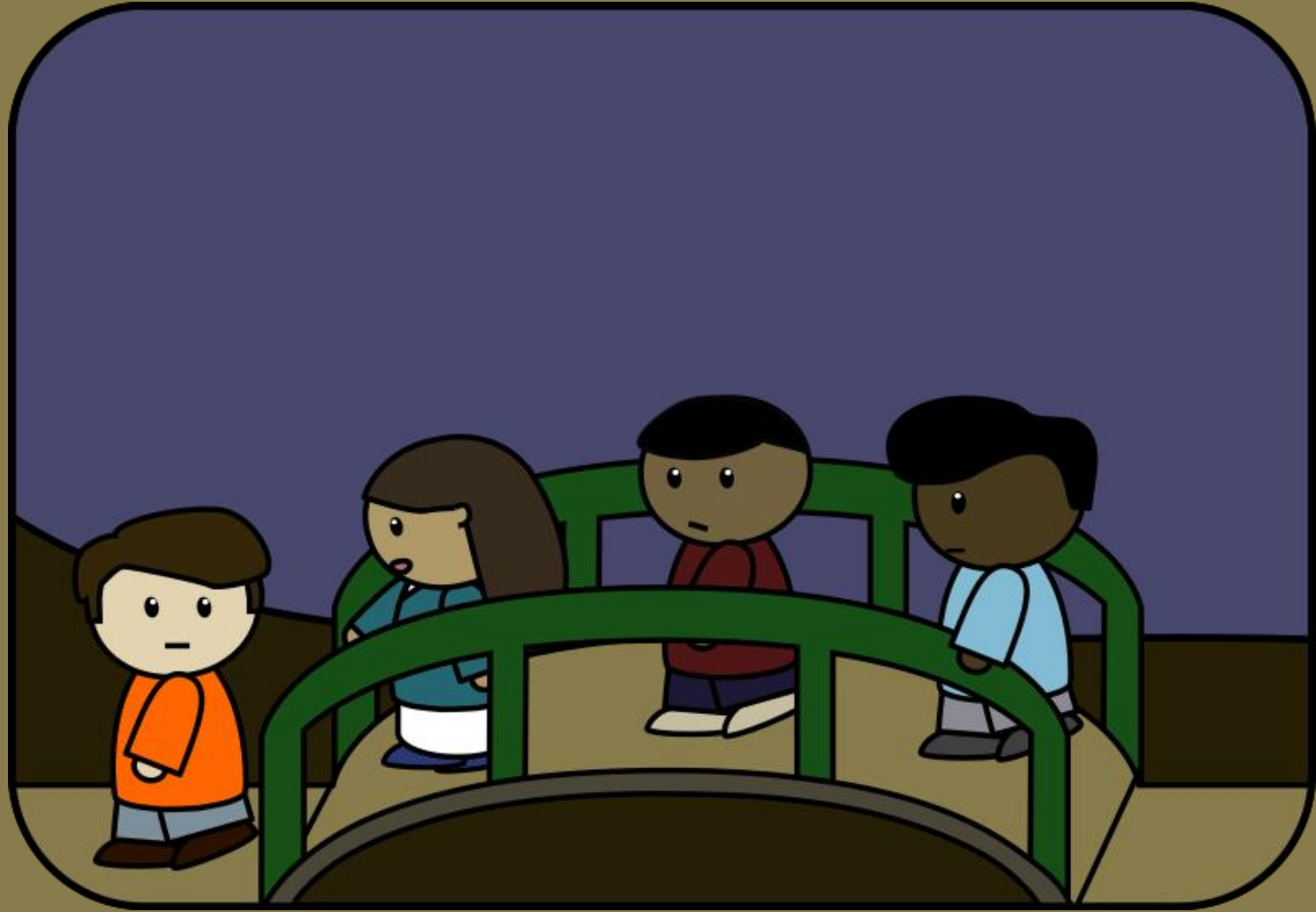














Bridges participants to:

Other services-referrals

External

Internal





Bridges participants to:

Subsequent appointments

Follow up on goals

Know important  
information

Retention

# Contemplating the handoff

To pass along  
or not??



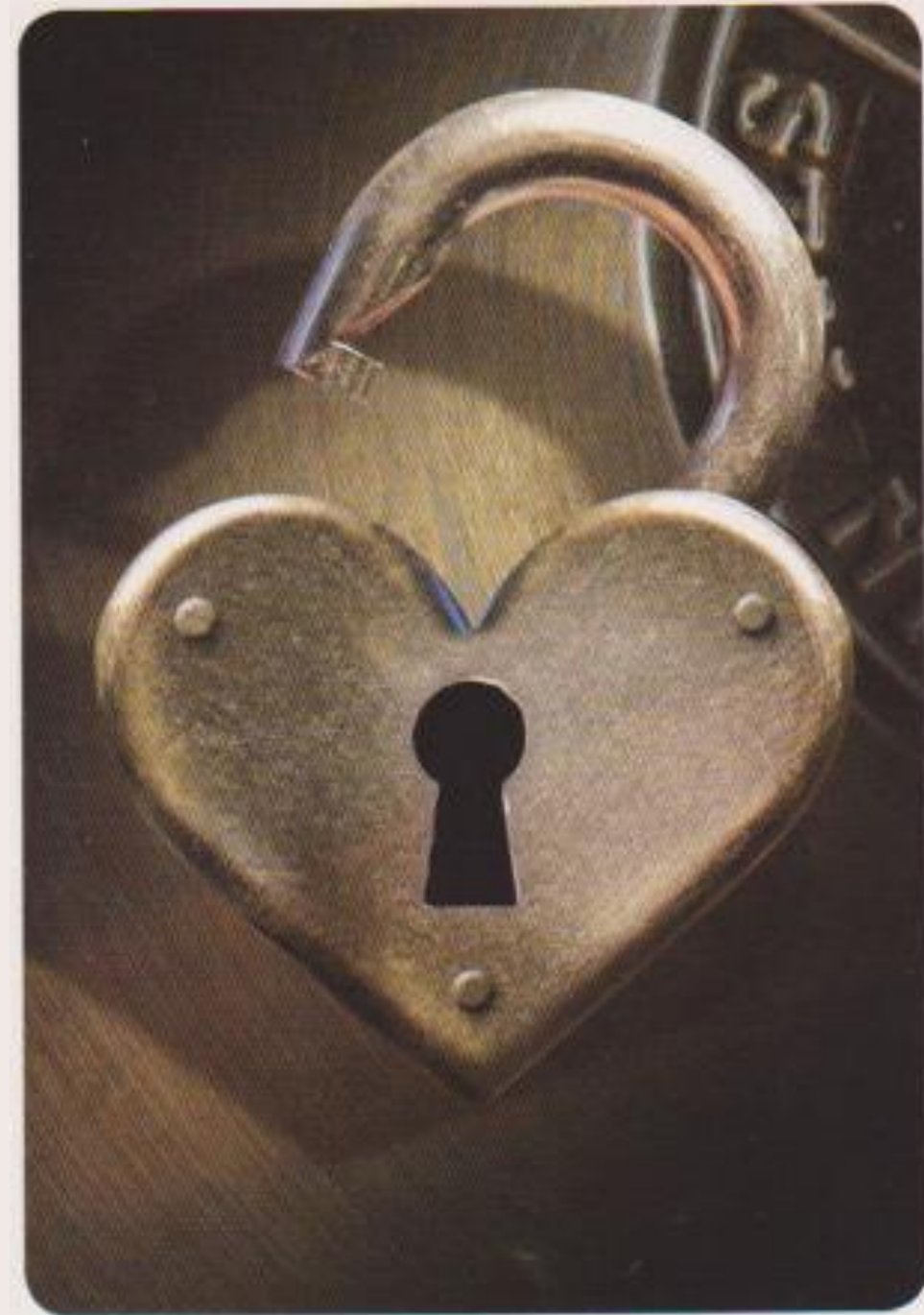


# Massaging the heart



# Reasons to not share

- Well remembered by others
- Not in the service of the client
- Adversarial
- Not important enough



# Reasons to share

- Outside of your scope
- Important to follow up on
- Important for the next person to already know



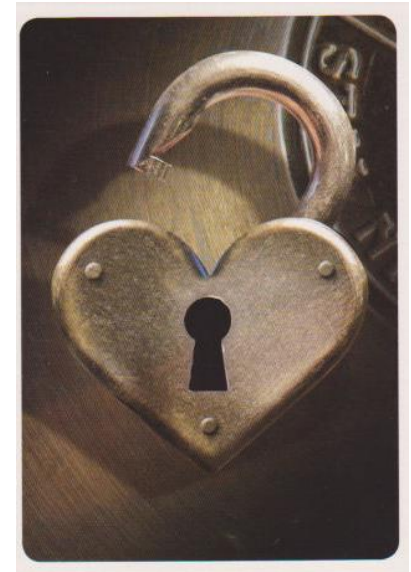
Let's do some scenarios

To share



or

Not to share





# Scenario

- ▲ Your role is Director of First Impressions (a.k.a - Clerk)
- ▲ A mom just hustled up to the desk to check in looking frazzled. She apologizes for being a few minutes late and explains although it was cutting it close to get here after work, she really needed to try because she doesn't get paid till Friday and they've been running low on food for the past two days.

# Scenario

- ▲ Your role is CPA
- ▲ You're talking with a mom who is 7 months pregnant. Today, she is recertifying her 4 year old daughter, Zoe. Mom tells you, Zoe has already picked a nick-name for her unborn sister, the nick-name is Pokey.

# Scenario

- ▲ Your role is CPA
- ▲ You are certifying a one year old girl. Mom tells you she had pneumonia not too long ago, was hospitalized, and placed on a NG-Tube. Although the NG-Tube was removed and she is taking food well now, the Dr. ordered some additional testing and depending on results might place a PEG-Tube.

# Scenario

- ▲ Your role is Director of First Impressions (a.k.a - Clerk)
- ▲ A mom just checked in for her appointment and was on the phone the whole time, texting and then actually talking to someone. At one point she even started speaking so loudly into the phone you had to give her *a look*.

# Scenario

- ▲ Your role is Peer Counselor
- ▲ You're talking with a mom on the phone who is 7 months pregnant, planning to exclusively breastfeed and has a peanut allergy.

# Tools & Techniques

## Word Choice

Friendly

Authority

Respectful





# Q & A Discussion





Thank You!!!