Patient-Centered Perspective

Patient Participation
- Practice information
- New patient orientation
- Personalized handbook
- Patient advisory board
- Focus groups

Personal Health Care
Building a Relationship
- Preferred means of communication
- Involving families and caregivers
- Respect, Dignity, and Trust
- Continuity
  - Provider/Team
  - Clinical Management
  - Information

Shared Decision Making
Preference centered health care choice made by the patient together with the provider
- Education
- Decision Support Tools
- Resources

Self Management
Patients, not health care providers, are the primary managers of their health conditions
- Education
- Support Tools
- Resources
- Home Telehealth, My HealtheVet, Other tools

Provider skills
- Cultural competency
- Motivational interviewing
- Enhanced communication skills
- Managing disagreement

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