



... g r e a t e r | l g w a t t . t , \_ ( E g f [ t q | o' r \_\_] , ^

## Greater Patient Engagement

Rof. [RE] Et d., gr Ro Re [f.R..] t 6, ' | Et [ ] R.g.r .g< t a\_q \_r .g [f.g.t Er [RE^3] Et [t, g.e.t r t] \_r [t q q tr g R.g.r ' Z t g g e' .f., Rr] tr] \_E.Rr] g e' | R.g.r ..Qj] g g t Ro r \_\_] t 6, ' E\_E; \_\_r 'R, | REd t Rg \_d[.g\_ g f\_d g e' | R.g.r ..E \_\_] \_[gRo [f.t, \_Cf t | E.g.t, o \_\_, Eeeo] Cgf. R[ [ \_\_, E q Rn\_ g dt Q \_\_] ] \_[ggr, RZ t t [f.g\_f \_Rof.<sup>3</sup>

**"You have to tailor the communication to their needs whether that means driving around looking for an unhoused patient, using text messaging when preferred, using the telephone for the elderly or home visits, etc. Also finding ways to help dementia patients remember things. We try to meet the patients where they are."**



## Enhanced Use of Technology and Data

D.Rq 'q \_q Z\_E\_r t \_\_] [f.R..] t 6, \_d[.g\_o \_t, \_\_] R.R[Rr] \_\_[fr t d e' t, Z \_\_] E\_d \_r .g | R.g.r .. g r \_\_] t d R] g g t Ro [RE^3 Df g \_\_[fr t d e g Ro , t | t E.Ro t q Rn\_ 'g; R.g.E.t | R[n] \_Ed q Rr [ \_\_, r, t E | R.g.r .. E \_\_g\_r [ \_\_, RE \_\_, E g \_\_, Rr] t d E.g.t Ro [RE \_\_t] | g r, 'Cf g f g | Et t \_Rg [RE \_\_t Rg]. Rr] R[ [ \_\_, g gg.<sup>3</sup>

## Sustainable and Fulfilling Practice

o.f.\_f\_Rof. [RE] Et g\_E g\_E g\_E \_\_] ' | E \_\_, \_\_] [f.R..] t 6, t d E R q t E, t, Rg RZ o Rr] E.CERg g e' | R[.g\_d \_\_r < g t r q \_r ..f.Rr .R] g g t Ro d t E, E g \_3 Df \_d o [f.R..] f \_\_] t 6, q t] \_o R o E [f.q \_\_t] | Et g \_\_[tr g f t t, \_\_] [t q | E f \_r, g \_\_[RE E.R.f.E.f.Rr m, R] E \_\_, g e' g q \_\_] R \_\_] E Z o q , 'o R] g e' t Z \_\_] R.g.r .. t t, [t q \_\_, Rr] o \_\_, | Et g \_\_Z t E t t.<sup>3</sup>

## Better Work Environment for Providers

Rof. [RE] Et g\_E E t E \_\_] [f.R..] Et g e' g 'Rr ' t 6, [E.R \_\_] R.q t E \_\_] t, gg \_\_[Et g n \_r < g t r q \_r .^3 Df \_d o [f.R..] f \_\_[t o R Z t E.R.g \_\_R] | Et R[f.Ro t E, f.q \_\_t] | \_Ed q \_\_f.g\_m Z, 'q t E \_\_d[.g\_o ' Z', f.Rg e' f \_\_[Et E d R] R[ E \_\_, R \_\_] Rq 't d | Et d \_\_, g r Ro 't o g R \_\_d 'g | Et g e' | R.g.r ..[RE \_\_ Rr] 'o R] g e' t E E.R \_\_E m Z, R.g d R[.g\_r.<sup>3</sup>

**"In fee for service, the patients came in, we provided services and they would leave. The ACO provides wrap-around services. The nurse, social worker and pharmacist have eyes on them at all points over their health care journey. There are more eyes on patients to ensure they have a resource to help navigate."**

## More Efficient Care Delivery

Rof. [RE \_\_] Rq 'q \_q Z\_E\_t < E f \_o g e d 'Re \_\_] [f.R..] t 6, ' \_\_, RZ o] q t E \_\_d[.g\_r \_\_, E g \_t, \_\_f.Rr .R] g g t Ro d \_Ed t E, E g \_3 Df \_d [R \_\_] f t E \_\_t 6, 'q | f R, g \_\_| E \_\_r .g \_\_[RE \_\_ Rr] 'E] t [ \_\_, t rr \_\_[ \_\_, RE \_\_f t, | g R o g g, Rr] | Et [ \_\_] t E, 'R o t E g e' f.q \_\_t d [t, t r] \_o g \_g e' q t E \_\_d[.g \_\_Rr] ; t, Rg RZ o] R.g.r ..[RE \_\_<sup>3</sup>