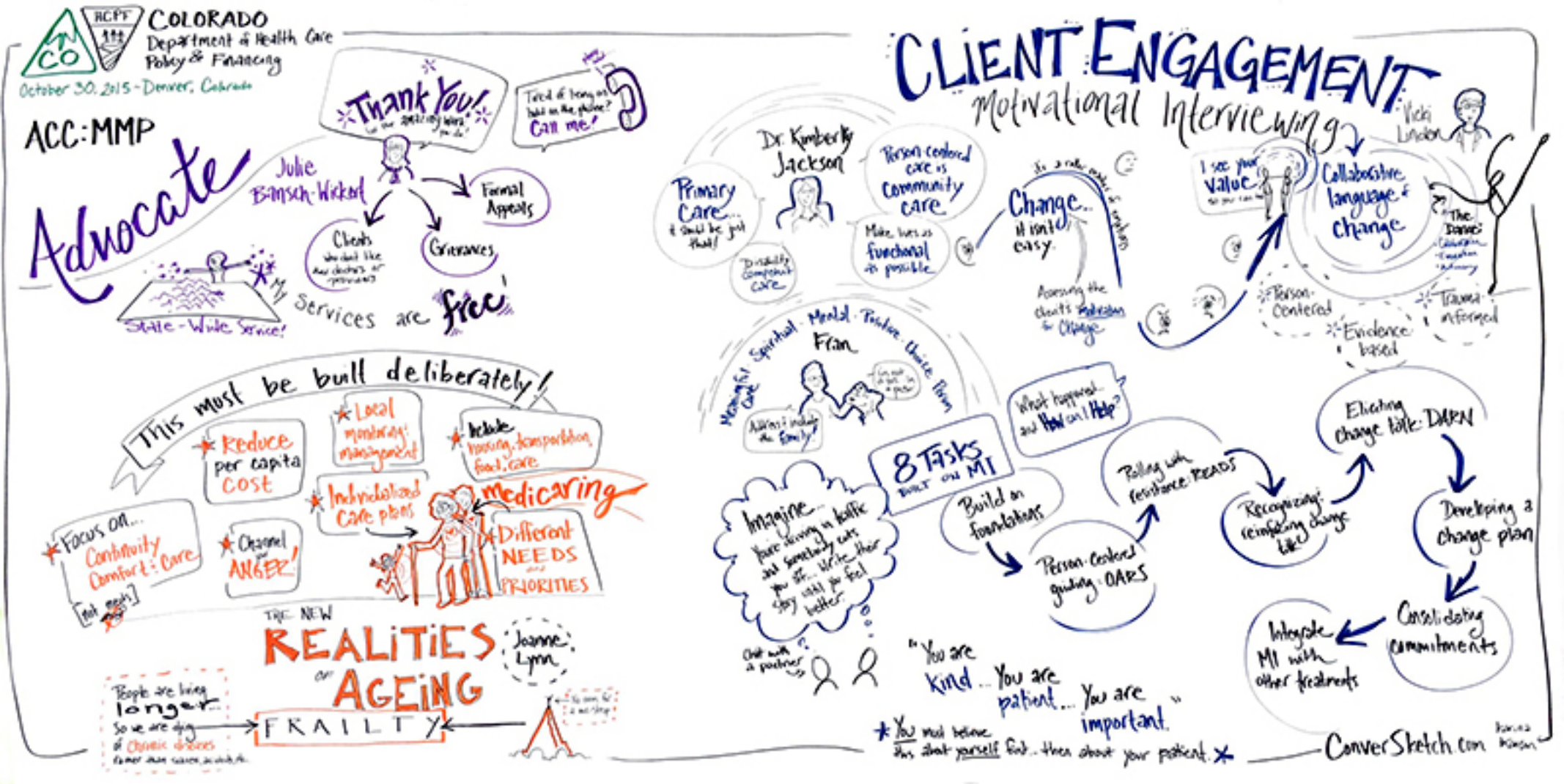

COLORADO
Department of Health Care Policy & Financing
October 30, 2015 - Denver, Colorado
ACC:MMP
Advocate
Thank You!
Tired of being on hold on the phone? Call me!
Julie Bansch-Wickert
Formal Appeals
Clients who don't like new doctors or provisions
Grievances
State-Wide Service!
My Services are free!
This must be built deliberately!
Reduce per capita cost
Local monitoring/management
Include housing, transportation, food, care
Individualized care plans
medicaring
Focus on... Continuity Comfort & Care
Channel ANGER!
Different NEEDS and PRIORITIES
THE NEW REALITIES OF AGEING
Joanne Lynn
People are living longer... So we are dying of chronic diseases
FRAILTY
CLIENT ENGAGEMENT
Motivational Interviewing
Vicki Linden
Dr. Kimberly Jackson
Primary Care... it should be just that!
Person-centered care is community care
Make lives as functional as possible
Disability Compensation care
Change... it isn't easy.
Assessing the client's motivation to change
I see your value
Collaborative language & change
The Dance
Person-Centered
Evidence based
Trauma informed
Spiritual · Mental · Positive · Choice · Person
Fran
Meaningful Care
Address & include the family!
What happened and How can I Help?
8 Tasks BUILT ON MI
Imagine... You're driving in traffic and somebody cuts you off... Write their story until you feel better.
Chat with a partner
Build on foundations
Person-Centered guiding: OARS
Rolling with resistance: READS
Recognizing/reinforcing change talk
Eliciting change talk: DARN
Developing a change plan
Consolidating commitments
Integrate MI with other treatments
"You are kind... You are patient... You are important."
You must believe this about yourself first... then about your patient.
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