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Peer Learning Circles

RCCO Education Resources

- Working with social workers in hospitals
- Non-local locations too
- Partnerships are powerful
- Respect our differences AND share what works
- Regular meeting

Frailty/Ageing/Long-Term Care

There are still major communication issues with RCCOs and other entities

- LCCs, ACCs and RCCOs need to chat more to keep doors open
- Listening to other perspectives

HIPAA

- Sharing data can be difficult
- Relationship building
- Understanding roles/responsibilities of each organization

Virtual Health

- Educate clients Why this is beneficial
- Enhancement/Complimentary Tool

Advocacy

- Listening
- Building trust
- Systematic approaches
- flexibility
- Motivational interviewing

Power of Teams

Need: Quick & efficient access to info

RCCOs working as teams - beneficial for clients

- Resource List
- One central location (Physically)
- Shifting the mode
- Every person in the team is valuable

SCP

- Framing from first contact w/ patients
- Making sure loose ends are tied up

Team-based, Person-Centered Approach

Culturally Competent Care

- Non-visible disabilities
- Measure it → adaptive & evolving
- Ask patients the difficult questions
- Emotional understanding
- "Disability" is a culture → Tell doctors What's the language? → Storytelling, Crass humor?!
- Beginner's Mind... it's okay not to know

TRAUMA

Karina Branson — ConverSketch.com