Use patient’s health priorities as focus of communication and decision-making. Use serial trials, starting with the One Thing, identify care consistent with patient’s priorities. Align decisions among clinicians when there are different perspectives or recommendations.

Staff reminds clinician of PPC visit. Use patient’s health priorities as focus of communication and decision-making. Use serial trials, starting with the One Thing, identify care consistent with patient’s priorities. Align decisions among clinicians when there are different perspectives or recommendations.

Patient and caregiver can also go through self-directed identification process. Patient and caregiver can also go through self-directed identification process.

Patient Priorities Care (PPC) Clinical Workflow

- Patients with Multiple Chronic Conditions identified (by administrative data, clinician, or other strategy)
- Patient invited (during clinician visit or by portal, phone, mail, etc.); appointment made for priorities identification (at invitation visit if time & space allows)
- RN, APN, PA, MD, MA etc. guides Patient/caregiver to identify priorities at clinic, by phone or telehealth (20-30 minutes over 1-2 visits)
- Add priorities template to EHR; communicate as needed with clinician via EHR (e.g. Epic staff messaging)
- Follow-up call to patient to review priorities and how to discuss with clinician
- Review priorities template & begin to align care with patient priorities following patient priorities decisional strategies on the right
- Start each patient encounter with the patient’s priorities (The One Thing); update if needed; use patient priorities decisional strategies
- Ongoing primary and specialty care aligned with patient priorities and documented in EHR

Facilitator

Clinician