

WORKFORCE ISSUES

Some questions to consider in building a patient-centered behavioral healthcare program

Use the following questions to facilitate further discussion within your organization:

LOOKING FROM THE CONSUMER POINT OF VIEW:

- ✓ What is it like for a patient to be on our unit for the day?
- ✓ What is the family's experience?
- ✓ Why did these individuals seek your help?
- ✓ To meet those needs, what are the right interventions? The right team?
- ✓ At the end of the day, who has influenced the patient's care? What did we do to help them get closer to addressing what brought them here?

LOOKING FROM THE EMPLOYEES' POINT OF VIEW:

- ✓ Are we presenting opportunities for teams to focus on what care should look like? Do we have agreement on what we are actually trying to do for a patient in a day of care?
- ✓ Are we helping people understand what we expect of the team?
- ✓ What's the best use of the skills and energies of the team members? Are they getting (can they get) satisfaction from what they are doing?
- ✓ What training opportunities could help strengthen our teams?

LOOKING FROM MANAGEMENT'S POINT OF VIEW:

- ✓ Are we assigning tasks in the most cost-efficient and clinically effective way?
- ✓ What barriers exist to effective and ongoing communications among team members?
- ✓ What could we do differently to make all stakeholders choose our facility?
- ✓ How are we building leaders for the future – particularly in the clinical area?