Agenda for First Meeting of PSMS Pilot Project Team

I.   Quick Review: What is patient self-management support (PSMS)?

II.   Why should we integrate PSMS into our practice?

- To improve clinical outcomes, especially for our patients who have chronic conditions
- To decrease instances of frustration because patients don't "comply" with what we want them to do, and to improve our morale and job satisfaction
- To have a system of care that enables all of us to work at our highest level of training
- To gain new patients who hear about us from current patients with improved outcomes
- To remain competitive in the medical marketplace, and to bring our practice closer to becoming a patient-centered medical home (PSMS is a requirement for recognition as a patient-centered medical home, and some insurers require it)

III. Our ultimate goal: to make PSMS our "usual" way of caring for patients

IV.   What will this project team do?

- Develop a working knowledge of the concept of PSMS.
- Help develop our work plan.
- Experiment with PSMS – learn and try the techniques and tools, evaluate and adjust as needed, and eventually determine the best way for our practice to integrate PSMS.
- Modify our workflow to integrate PSMS, and shift roles and responsibilities as needed.
- Practice PSMS with the new workflow and modified roles and responsibilities.
- Help and encourage one another to make this new way of practicing "stick."
- Help others in the practice learn PSMS when the time is right to expand.
- Anything else?

V.   Who should have the following roles and responsibilities?

- Research and choose training materials we will use to learn PSMS techniques
- Select tools to use with patients, such as an action plan form
- Coordinate our training sessions
- Organize our experiments – determine which PSMS technique or tool to try first, which to try second, etc., and which patients to try them with
- Evaluate the results of our experiments and decide if we need to adjust and how
- Decide the best way for our practice to integrate PSMS, map our current workflow, modify it to incorporate PSMS, and shift roles and responsibilities as needed
- Anything else?

VI.   What is a reasonable timeline for our work?

VII. Is there anything else we should discuss?