

July 19 KACAP Participant Activity Responses:

Attendees of the Holistic Care Coordination presentation were given Post-It notes and asked to participate in a group activity responding to three discussion questions. In addition to post-it notes, participant discussion was captured on Posters.

Discussion Question 1: What do you think about when you hear the phrase *Holistic Care Coordination*?

Group Discussion:

- Lots of groups coming together for solutions
- Natural
- Multiple entities or disciplines
- Choice
- Not conventional
- Not siloed
- Not western medicine (not meds, corporate, etc.)
- All encompassing
- Health
- All parts together
- Focused on one (or one family)
- Whole person (Spiritual, emotional, physical, etc)
- Client driven

Individual Post-Its:

- Relaxation, Soothing, Natural
- Person-Centered, Care/Medical & Mental/Environment
- I'm not really sure, interested in learning.
- Listening to customers (wants, needs, etc.), Customized care, Collaborative (wrap-around), client driven
- Natural, spiritual & mental, choices, not western pharma
- Every part or aspect in one's life
- Whole person (includes medical and spiritual)
- The whole person w/ the whole community resources, all working together
- Person as a whole working with the community <3

Discussion Question 2: What other opportunities do you see for improving holistic care coordination?

Group Discussion:

- Increased trainings on family centered care
- Decreased siloes

- More detailed information (patient) and sharing information across providers
- Training on what can be shared/referral process and laws on how to share
- Billing
- Training + Patient empowerment
- Patient data privacy (*Do patients want their data shared?*)
- Decrease duplication of efforts
- Address financial competition between organizations

Individual Post-Its:

- Possible factors in infant/maternal death? Lack of preventative care prior to pregnancy, Minimalization of women's health issues = longer time to diagnose, Lack of trust w/ OB/GYN due to previous experiences w/ concerns being minimized
- Community baby showers in rural areas – a great resource for mothers. Make sure the approach encompasses transportation, other services.

Discussion Question 2: What other opportunities do you see for improving holistic care coordination?

Group Discussion

- Gathering more information to understand patient needs, what other organizations are doing and provide patients with information they need (what to expect, info and understanding of process)
- Help how we can (not just referral)
- Addressing burnout and capacity within the organization (decrease burnout so we can increase compassion)

Individual Post-Its:

- All encompassing, the word "health" is not in your statement, all parts of people together
- Considering all aspects of an individual's situation re health – physical, mental, economic
- Making sure staff have the qualifications/education needed for positions staff are put in positions (to save \$ and billed as the professional)
- Keep Community health worker opportunities out of the insurance/hospital only model and provide funding for helping /social service providers to have especially in rural areas.