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## The Qualities of the IBH-PC Patient Partner

Every patient has insight that could help you improve systems of care. But not all patients will match your initiative goals. This section will help you identify the recommended qualities for the IBH-PC Patient Partner. Consider PPs who represent the patients you are targeting clinical improvements on and whose unique circumstances will help inform your clinic's specific services, systems and processes.



**Some PPs will bring experiential wisdom from lived experiences and help you recognize successes and what is missing from having:**

- successfully faced challenges from living with chronic complex conditions
- become highly engaged and activated in health self-management
- a desire to share their wisdom, keep learning and teach others

*Can help you see where you have been successful and can validate your decisions*

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**Some PPs will bring fresh eyes to healthcare systems and help you innovate change by having:**

- been newly diagnosed or just activated in their own self-care and advocacy
- a desire to learn more about systems of care
- a desire to help you innovate change

*Can help you learn how best to communicate with patients for better engagement in self-care and bring a fresh perspective to traditional norms.*

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**Some PPs may be advocates and can bring valuable patient perspectives to the team by:**

- Understanding the system and social challenges patients face from lived experience
- Imagining customized accessible resources that meet the needs of unique patients
- Imagining better quality of life for patients who frequently are ignored by systems
- Holding the team accountable for making meaningful patient centered changes

*Can help you more fully understand the implications and impact of your improvement goals and help you eliminate barriers to improved health outcomes.*

## IBH-PC Patient Partnering Roles, Responsibilities and Requirements



*We don't grow  
when things are  
easy, we grow  
when we face  
challenges*

Photo courtesy of Richard Reynolds

Integrated Behavioral Health and Primary Care helps improve health outcomes for patients who live with chronic complex health conditions.

Those who have faced life's most difficult circumstances and health challenges may appreciate a chance to help others learn.

### Recommended Roles

Your Patient Partners will serve as a unique lens, a new voice, as teachers and an essential sounding board during your improvement process. In addition to their unique insight and lived experience expertise, each patient partner has a primary role on the team.

- **The PP Role:** to represent the patient perspective and remind the team that meeting the needs of patients who might benefit from IBH-PC is the mission. **Your Role:** to ask what is needed.
- **The PP Role:** to share what patients believe and value about IBH-PC. **Your Role:** to ask about and listen deeply to what matters to patients when integrating behavioral health.
- **The PP Role:** to ask questions about your clinic. **Your Role:** to respond with humility and open, transparent honest information.
- **The PP Role:** to respond honestly by confirming or challenging the choices the team makes. **Your Role:** to encourage their honesty, influence and learn from their insight.

## Recommended Requirements for Your IBHPC Initiative Patient Partners

We suggest that patients who are considered as PP candidates meet most or all of the following requirements:

- 18 years or older (unless targeting the pediatric patient population)
- Either a patient or a home health partner or family member from the population of the IBH-PC clinic.
- Diagnosed and managing chronic and complex health conditions and who might benefit from Integrated Behavioral Health services
- Able to participate fully and safely without [serious risk](#) to their own health (physical, emotional or mental)
- Interested in helping other patients receive improved care
- Interested in the goals of the IBH-PC Initiative
- Able to meet comfortably and respectfully on a regular basis
- Able to respond promptly to emails, phone calls or other requests
- Has the time and energy available to participate in all team activities including educational curriculum, online communication and virtual meetings
- Has enough computer skills and access to a computer or tablet with stable Internet connection to receive emails, meeting schedules, meeting links and materials, do online searches, and access the online educational curriculum OR is willing and able to learn these skills with technical training
- Flexible and responsive to reasonable requests for changes in time or schedules as the work requires
- \*Physically able to attend all orientation sessions and team meetings either virtually or in person
- \*\*Fluent in the predominant language spoken at the clinic by staff members.
- Culturally aware of and sensitive to the many different values and patient conditions within your patient community (or willing to learn)

Optional positive qualifications:

- May reflect the language and/or cultural majority of the clinic's patient population.
- May have leadership skills from experience in support networks and other community activities.

*\*Note: Your clinic may now be equipped to provide virtual attendance for patients with limited mobility*

*\*\* Language and cultural sensitivity are essential human capital factors for high quality primary care. Offer the same clinical training or support resources available to staff to all patient partners who join your initiative. Do not let language or cultural differences be a barrier to strong partnerships. The challenges and barriers faced and eliminated are the rewards.*

## **Recommended Responsibilities for Your IBHPC Initiative Patient Partners**

Patient Partners will:

- Show up and actively participate on the team
- Share their patient experiences, expertise, and wisdom
- Speak up about patient needs, conditions, and perspectives
- See and respect all perspectives on the team
- Stay informed of the project's goals and progress-ask questions!
- Stay steady and safe through challenges
- Keep protected health information shared by the team within the team: maintain the clinic's confidentiality and privacy standards
- Be considerate of any urgent needs of other patients at the clinic
- Respect the urgent or immediate needs of other members of the team