A brief description of “Getting to the Heart”

“Getting to the Heart” consists of 6 MA-provider 1:1 meetings for an hour (paid and with food) at lunch to establish better understanding and communication. A workbook to guide the conversations has been developed. These meetings give MA and Provider a chance to discuss who they are, what they value and how they work together, and then in later sessions, review cases and how they could work better and/or differently.

We launch the program at an all staff meeting to inform about the program and answer questions. I have also built in a mid-way review and wrap up session so that all staff can learn the “best practices” from others.

**Requirements–**

MA-providers dyads in place.

time for the meetings

six paid extra hours per person involved

6 lunch coupons per person involved (we budgeted 7 dollars per lunch).

**Return on investment –**

This program has been completed in 2 of our sites. In both, productivity rose and in one, sick time went down. Respect and trust were identified as key elements, and were deepened in the course of the project. We also think that there is a difficult-to-measure but palpable rise in satisfaction for staff and MA confidence.

I am glad to be in touch to further discuss this program.

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