

Tip Sheet:

Engaging PCPs, Leadership and Staff

Strategies

Promote buy-in

- Show how the program can benefit patients and staff.
- Involve PCPs, leadership and staff from the beginning so they are on-board with the program.
- Provide an incentive when explaining the project (e.g., working breakfast or lunch).
- Expand buy-in beyond the project team by introducing the project at general meetings with clinical staff.
- Build on and share success stories and positive outcomes of the program (e.g., change in PHQ-9 scores).

Develop channels for communication

- Schedule regular team meetings to discuss recruitment and patient cases.
- Incorporate a means for feedback (e.g., survey) to investigate challenges and provide an opportunity to address the challenges.
- Utilize technology (e.g., e-consult) to facilitate communication and access to information between different departments and primary care.
- Allow opportunities for informal conversations to encourage face to face interactions.

Provide ongoing education

- Develop a workflow chart or checklist to outline different roles and tasks.
- Allow for flexibility to adapt/change the current workflow/procedures as necessary.
- Have a mechanism to train and educate new staff for turnover.

How can organizations engage key stakeholders, who are integral to the success of the Care Partners program?



Ideas for Practice

Create opportunities for PCPs and staff to share outcomes and successes of depression treatment.