

# CITIZEN HEALTH CARE HOME

## ACTIVE MEMBER PROJECT AT COMO CLINIC

An Active Member is the primary agent of his or her own health care, works in partnership with health professionals, and sees personal and family health care as connected to the broader community.

### Goals of the Active Member Project

- 1) Increase the proportion of patients at Como Clinic who are active agents of their own health care
- 2) Support Active Members in their health goals
- 3) Create a community of Active Members for mutual benefit and health care improvement

### Long Term Outcomes for the Clinic

- 1) Increased measurable quality outcomes
- 2) Reduced costs
- 3) Enhanced patient satisfaction
- 4) Enhanced provider satisfaction

### Benefits for Patients and Families

- 1) Improved health
- 2) Closer relationship with the care team and the clinic
- 3) Sense of community with other Como members
- 4) Enhanced satisfaction with their health care

The Key Innovation: a formal status or role as an Active Member of Como Clinic, with mutual expectations between patients and the clinic.

- Different from regular patient/member role that is mainly defined as a consumer of health care services. From “fix me” to “I am the principal member of my health care team.”
- Analogous to other types of membership that bring added responsibility:
  - Religious community member versus attendee at services
  - PTA membership that involves closer connection to the school
- Note: traditional health care services would be the same for all patients in the clinic, just as teaching in the school is the same whether or not the parent is in the PTA

### Potential Key Practices

- 1) Baseline self-assessment of health goals, challenges, resources, and priorities for taking action for personal or family health
- 2) Scheduled follow up assessments of progress towards goals
- 3) Provider awareness through the health care record that the patient is an Active Member with goals and a desire for active partnership
- 4) Regular opportunities to connect with other Active Members for support and mutual learning
- 5) A formal organization of Active Members with a leadership structure