



Empanelment: A Case Study

Claire F. Goyer | May 15, 2012

Health Care & Housing Are Human Rights





Establishing the Panel



- Suboxone treatment history
- Deciding upon the model
- Forming the team





Expansion

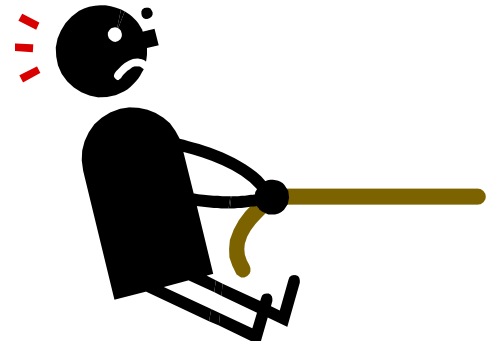


- Panel size from 30 = 100
- Care Coordination Component
- Revising the Model



+ The Honeymoon is Over

- Team conflicts & power struggles
- Redefining care coordination
- Evidence Based Practices & Data Collection to the rescue





The Team



- Focus on communication
- Development of ALL Team
- Stay committed to integration





Lessons Learned



- Teams must have Team Players: Beware of the Coach!
- Understand and embrace the differences, but create a level playing field
- Communicate, communicate, communicate
- Use a PDA model
- Celebrate and Support



Resources



The Safety Net Medical Home Initiative:

Empanelment Implementation Guide March 2010

www.safetynetmedicalhome.org

Twelve tips for Team Building: How to Build
Successful Work Teams (Susan M. Heathfield)

<http://humanresources.about.com>