

Be Prepared To Be Engaged



How To Use the Training Toolkit

What is the Be Prepared To Be Engaged strategy?

The Be Prepared To Be Engaged strategy helps patients and their families prepare for and become more fully engaged in their medical appointments. The goal is to help patients:

- **Be ready** for the appointment.
- **Ask questions.**
- **Speak up** about their concerns and health goals.

With the Be Prepared strategy, you provide patients with a Be Prepared Note Sheet and encourage them to write down what they want to talk about, their questions, and their health goals. This helps set the visit agenda and ensure that patients' concerns are addressed.

What is the training toolkit?

The training toolkit:

- Helps you understand the Be Prepared strategy.
- Gives you the tools to help you train your practice in the strategy.
- Includes:
 - Training slides with speaker notes.
 - Scripts that care team members can use.

How should I train my practice?

1. Customize the slides and scripts to reflect the decisions you have made about how you will implement the strategy.
2. Decide who within the practice will receive training. You may want to train clinicians and staff together, or you may want the focus of the training for staff to be different than the focus of training for clinicians.
3. Schedule a training meeting (or several meetings). If possible, try to schedule training meetings of at least 15 minutes.
4. Present the training.
5. Provide staff with copies of the scripts you have chosen.

How should I use the training slides?

Training slides are provided to help you train your practice to use the Be Prepared strategy. You can customize slides, remove slides, or create additional slides – whatever you think is appropriate. You will need to customize several slides to reflect how your practice will implement the strategy. The training slides include speaker notes to help you present the training.

How should I use the scripts?

Three scripts are provided to help members of your staff engage patients using the strategy. These are examples and can be customized to fit your practice. Your staff will likely only use the scripts initially, until they are comfortable with the strategy. Scripts are provided to:

- Provide the Be Prepared Note Sheet to a patient.
- Help a patient think about what to write on a Be Prepared Note Sheet.
- Help a patient fill out a Be Prepared Note Sheet.