

Strategies for Engaging Health Care Providers in Care Management

1. Meet with healthcare providers in person and be prepared.
2. Come up with a brief but thorough explanation of your role and the value you add (including how you can reduce their workload) and be prepared to explain it in quickly.
3. Make it easy for healthcare providers to reach you.
4. Share your successes, not only your challenges and what you need from them.
5. Try to establish team meetings around their schedules.
6. Share how you have been prepared/trained for this work.
7. Invite healthcare providers to give input on training.
8. Ask them how they want to be reached (phone, email, etc.)
9. Ask how you can be helpful to them.
10. Tell them specifically which tasks you can address.
11. Give concrete examples of what you do (help with getting benefits to housing, food, etc.)