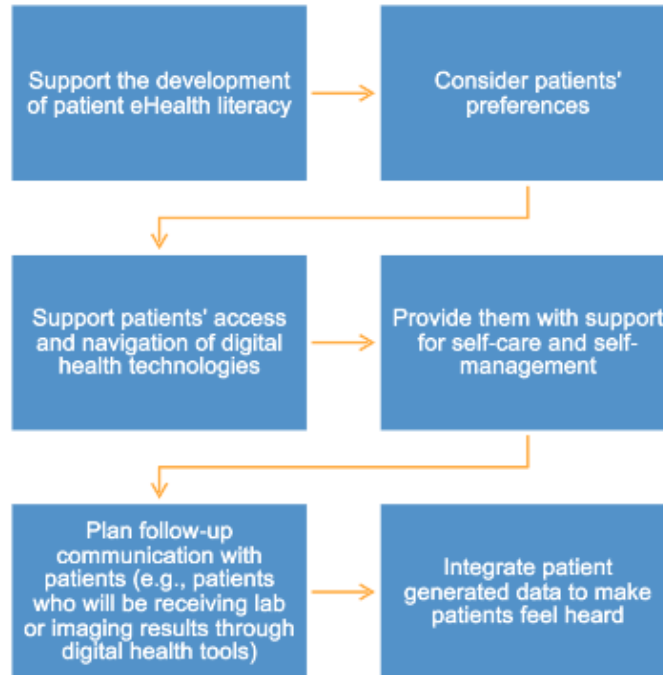


Topic 3: Creating a Trusting & Collaborative Environment

Steps to take:



When you choose digital tools, ask yourself:

- What kinds of patient education resources do I need to provide to my patients and families to support the use of this digital tool?
 - How will I notify my staff and encourage them to share these patient education resources with patients and families?
- How will this tool be integrated within my current practice?
 - Will I complement information from this digital tool with patient-generated data?
 - Who should I consult in developing an implementation plan for integrating this digital tool in my practice?
- How will I prepare for my clinic appointments so that patients and families have the opportunity to use this tool or information from it during their appointment?
- How will I assess that use of this digital tool is working effectively, efficiency, and equitably for both me, my staff, patients and their families?
 - Who should I consult in development an evaluation plan for use of this digital tool?

Based on tools you've implemented, ask yourself:

- Do I have a plan to promote shared decision-making when using digital tool?
 - If yes, do I have a way of evaluating this plan?
 - If no, who should I consult to develop/review this plan?
- Will I complement information from digital tool with patient-generated data, so patients feel heard?
 - If yes, do I have a workflow to do this?
 - If no, who should I consult in developing a workflow?
- Have I shared or discussed patient education resources with my patients and families to support their use of this digital tool?
 - Who should I direct patients/families to (in my practice) if they need additional support?
- Have I engaged in a conversation with patients in an effort to understand their preferences/needs?
 - Do I need to check in with patients regularly to reassess their preferences/needs?
- How am I following up with my patients (e.g., patients who will be receiving lab or imaging results through digital health tools)?

References

1. Weinhold, I., & Gastaldi, L. (2015). From shared decision making to patient engagement in health care processes: The role of digital technologies. In *Challenges and opportunities in health care management* (pp. 185-196). Springer, Cham
2. Lupton, D. (2013). The digitally engaged patient: Self-monitoring and self-care in the digital health era. *Social Theory & Health*, 11(3), 256-270.