

Be Prepared To Be Engaged

1—Review intervention and training materials

Understand the purpose, use, and benefits of the Be Prepared strategy.

Review the training toolkit.

2—Make decisions for your implementation

Obtain materials

Will you print materials in the office or order printing?

Who will be responsible for maintaining a supply?

Do you need Spanish versions of the patient materials?

Encourage use of the sheet

How will you encourage patients to use

Set scope

Which patients will receive a note sheet? All patients? A specific patient population?

Who will champion the strategy within each role on the team?

Establish workflow

When will you give patients the note sheet?

Who will give patients the note sheet?

Where will you document Be Prepared in the EHR?

3—Customize training for your practice

Customize the training materials to reflect your decisions.

4—Train team members

Use staff meetings and huddles. Strive for training meetings of at least 15 minutes.

Provide staff with scripts.

5—Go live with implementation

Inform staff of timeline.
Go live.
Identify good implementors and use them as peer coaches.

Continue to promote Be Prepared and encourage its use.

6—Evaluate your progress

Evaluate effectiveness
How many followup questions (calls and emails) do you get pre- and post-implementation?