



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?



Does

What behavior have we observed?
What can we imagine them doing?

Talks about possible ways to change moving forward

This is an opportunity for more patient choice which is exciting

We want to work pragmatically and proportionately

This is an opportunity to make care more patient centered

Which patients am I going to miss if we don't have annual recall?

It's going to be so much work catching up



Medical Clinic

Draft plans for changes to working

Starts to look at the available evidence

Starts collecting and reviewing data on CDM grouping compliance

Worried about their vulnerable high needs patients

Worried about the changes and whether they ll be consulted

Excited about trying something different