

Scripts for PCPs: Introducing Collaborative Care to Patients and Staff

During this activity, you will create a script (or revise your current one) for introducing collaborative care to patients for the CHAMP study. Your role play partner will use the “Introducing Care: Activity Cases” handout to role play as Sue or Dave. Then, you will practice delivering that speech with a member of your clinical team and receive feedback on your script.

Activity Instructions

Scenario: You have identified a mental health problem in one of your patients (Sue or Dave) and you would like to refer to your behavioral health team in a way that will enhance the chance of a successful engagement.

1. Write an elevator speech of no more than 3 sentences with the goal of engaging your patient in your integration program.

Consider:

- The Collaborative Care team is **us**, not **them**.
- You are still the leader of the care team.
- You have confidence in the behavioral health care manager and team.



Check your speech:

How do we know if it is a good elevator speech?

- ✓ Is it brief?
- ✓ Does it roll off the tongue?
- ✓ Does it sound like you?
- ✓ Can you memorize it?
- ✓ Does it say what you want it to say?

2. Deliver your speech to a team member.
3. **BONUS:** Can you say the same thing again, more clearly, in fewer words?



Giving Feedback

Listen to your colleagues give their speeches and provide them with concrete feedback on these points:

1. What did you like about their speech?
2. Could they make their speech even more concise?
3. What other feedback would you give?

Take Home

What are other situations where an elevator speech would be useful?