



# Delivering the Best Care No Matter What

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# Delivering the Best Care to Our Patients No Matter What

PROTOTYPE	EASY situation to Deliver the Best Care	CHALLENGING Situation to Deliver the Best Care
<b>#1 Early Access</b>	Patient calls the center. She thinks she is around 6 weeks pregnant and requests an appointment.	Pregnant patient walks into the health center during a busy afternoon session. She states she has had no prenatal care and thinks she's 6 months pregnant.
<b>#2 Smoking Cessation</b>	Patient responds to the ASK step: "I want to and will quit smoking by the end of the month. Can your team help me quit?"	Patient response when given the ASK step: "I have been smoking for 'a really long time,' I smoked during my last pregnancy." The patient has unstable housing along with poor social support.
<b>#3: Trusted Relationships &amp; Warm Handoffs</b>	Patient proactively says: "I had a CHW/HV with my last pregnancy and it really helped, may I have this service again for this pregnancy?"	Patient who had 3 prior preterm births, unstable housing, and is suspected to have domestic violence. She believes she needs help, but is afraid that the CHW/HV could "report her to Child Protective Services."
<b>#4 Preoccupation with System Failures</b>	Patient who regularly shows up for all of her appointments and has never "missed" or been a "no-show."	Patient has not showed up for the last 5 appointments. Patient doesn't answer the phone or respond to texts.