



ADVANCING  
BEHAVIORAL  
HEALTH EQUITY



CCI  
CENTER FOR CARE  
INNOVATIONS

## Letting Patients Lead: Language, Listening, and Learning Participant Agenda

March 3, 2022 | 12:00pm – 1:30pm (PST)

### Participant Objectives

By the end of this session, participants will...

- Be able to describe how their **peer's** roadmaps are informed by their patient interviews.
- Apply the importance of and practice using patient-identified words when speaking with and about patients and services.
- Identify ideas to pursue in discussions with patients, to make communication both collaborative and trauma informed.

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### Session Speakers

- Michael Mabanglo, PhD, LCSW, ABHE Coach
- Parinda Khatri, PhD, ABHE Clinical Director
- Dr. Tiffany Saucer, Behavioral Health Lead & LCSW, The Achievable Foundation
- Dr. Michelle Catanzarite, Chief Medical Officer & Family Practice Physician, The Achievable Foundation
- Austin Lillenberg, Associate Clinical Social Worker, Community Health Centers of the Central Coast

### Center for Care Innovations Staff

- Julianne Tomlin, *CCI Program Director*
- Juan Carlos Piña, *CCI Program Manager*
- Lydia Zemmali, *CCI Program Coordinator*
- Brianna Harris-Mills, *CCI Senior Program Coordinator*

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Logistical instructions: [Register](#) and use the custom link you receive via email to join the meeting.

At the start of the session, once you've logged into Zoom:

- **Audio/visual connection:** Make sure you are logged in on both audio and visual. If you are calling in by phone, enter your participant ID (your ID is displayed at the top of your zoom screen). Do this by pressing #ID# on your phone (ex: #24#)
- **Re-name yourself:** Please rename yourself so we know what organization you're from. Hover over your name in the participant list and click "Rename." (ex: Lydia Zemmali, CCI).
- **Turn on your video:** If you can be on video, we'd love to see you.

## Participant Agenda

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12:00-12:10pm	<p>Welcome &amp; Introductions</p> <p><i>Juan Carlos</i> will open the event by reviewing the event agenda and defining learning objectives.</p> <hr/>
12:10-12:30pm	<p>Team Share Outs: Letting Patients Lead</p> <p><i>Your colleagues from The Achievable Foundation and Community Health Centers of the Central Coast</i> will describe their patient interview process and highlight impactful takeaways informing their project goals.</p> <hr/>
12:30-12:53pm	<p>Embodying the 'Aloha' Spirit Through Language, Listening, &amp; Learning</p> <p><i>ABHE Coach Michael</i> will lead participants in a reflective discussion on embodying the principles of cultural humility with patients and team members.</p> <hr/>
12:53-1:05pm	<p>Learning Game</p> <p>Play an interactive learning game to practice flexibility and humility when communicating with patients about behavioral health conditions and services.</p> <hr/>
1:05-1:25pm	<p>Team Breakout Time: Partnering with Patients</p> <p>Collaborate with your team in a breakout group to develop and identify new commitments in partnering with your patients.</p> <hr/>
1:25-1:30pm	<p>Next Steps and Closing</p> <p><i>Lydia</i> will close the event by polling your experience, sharing upcoming dates, and reviewing key activities.</p> <hr/>