



**STANFORD  
COORDINATED  
CARE**

Care with the Patient at the Center

# Stanford Coordinated Care

Alan Glaseroff MD

Co-Director

Canada-US Health Summit

Delivery System Reform

11/3/15

- From:

“What bothers you the most?”

- To:

“Where do you want to be in a year?”





# Human Centered Design

## FROM

---

Feeling alone

---

Forced to be at the center

---

Feeling studied

---

Facts

---

Passed between providers

---

Stalling

---

Resource intensive

---

## TO

---

Becoming an empowered patient

---

Supported and confident

---

Feeling listened to

---

Hands-on action

---

Creating personal relationships

---

Thriving

---

Streamlined

---

# From "Cup Runneth Over" ...



Provider



Medical  
Assistant/Care  
Coordinator



Nurse



Behavioral  
Health



Clinical  
Pharmacist



Physical  
Therapist

# To "Share the Care"



Provider



Medical  
Assistant/Care  
Coordinator



Nurse



LCSW/Behavioral  
Health



Physical  
Therapist



Clinical  
Pharmacist