

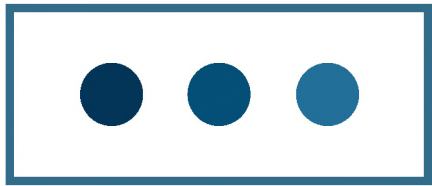
NAVIGATORS OF THE COMMONWEALTH

YOUR COMPASS TO REOURCES



College of
Public Health

*Center for Public Health Systems
and Services Research*

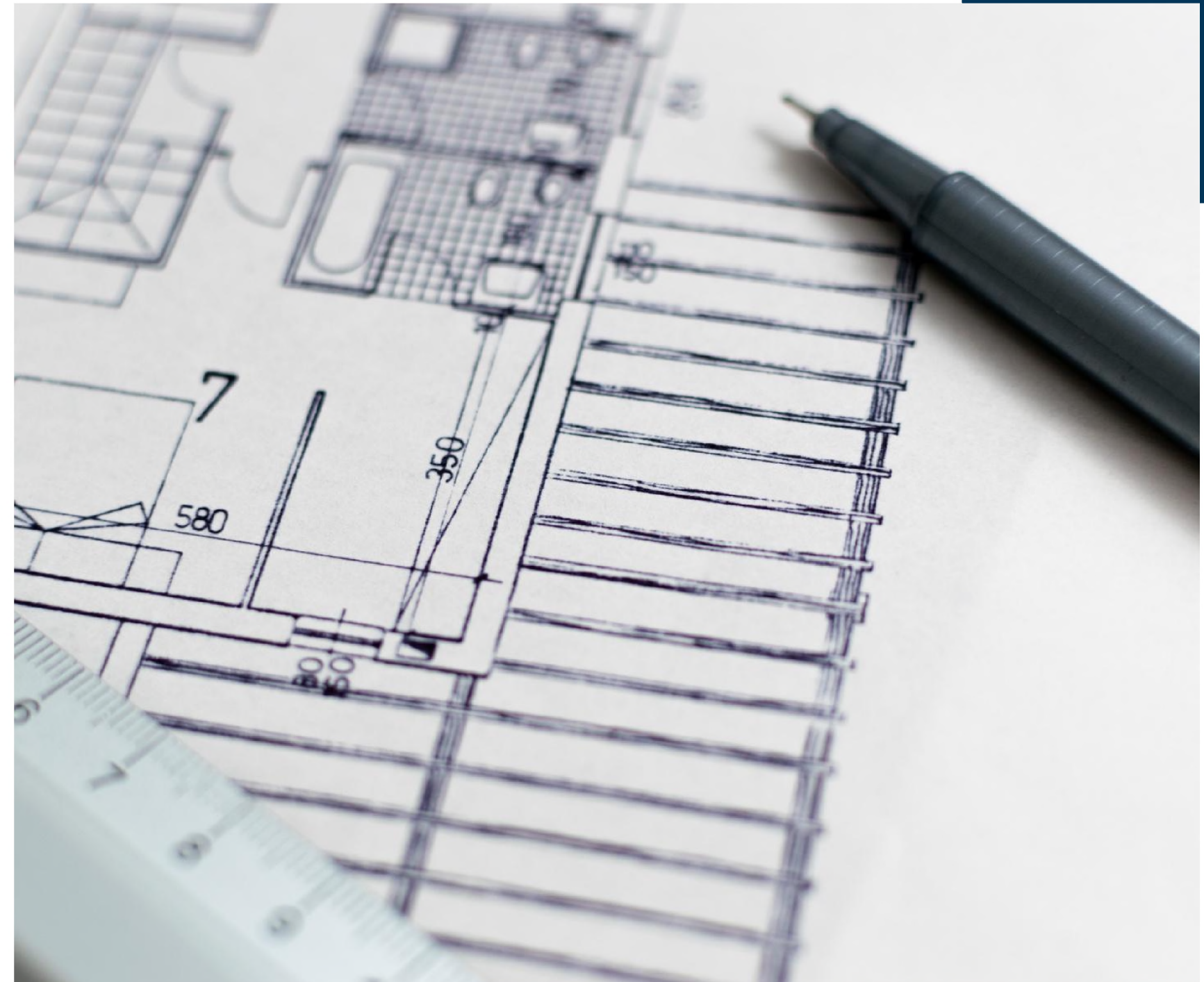


Welcome Navigators!

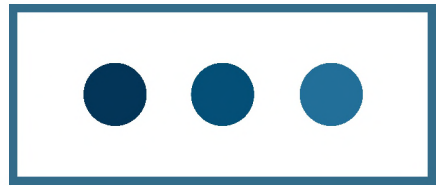
Our main goal is to foster meaningful connections between those who provide services (the helpers) and those who seek them (the help seekers).

Agenda:

- Navigating the Session
- The Power of the First Impression
- Breakout Rooms
- Community Resource Guides Update
- Select Next Topic
- Q and A



NoC Session 3:
**The Power of the First Impression:
How to Greet Every Patient to Lead to
Engagement**



Navigating the Session

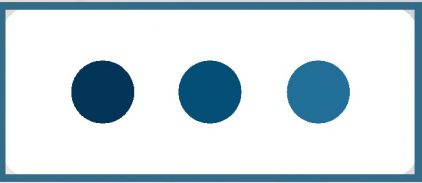
Our Commitment to Successful Collaboration:

- Active participation
- Be present
- Stay open and curious but respect confidentiality
- Use technology respectfully
- Have fun



Up Next:
Meet the NoC Team





OPPORTUNITY



Relevant Reminders From Bias and Assumptions

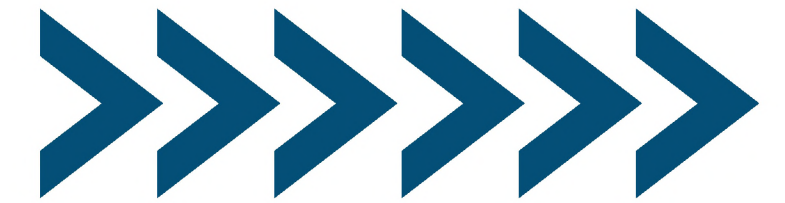


- Validating Humanity
- Equity Over Assumptions
- Trust and Relationships Matter





First Impressions

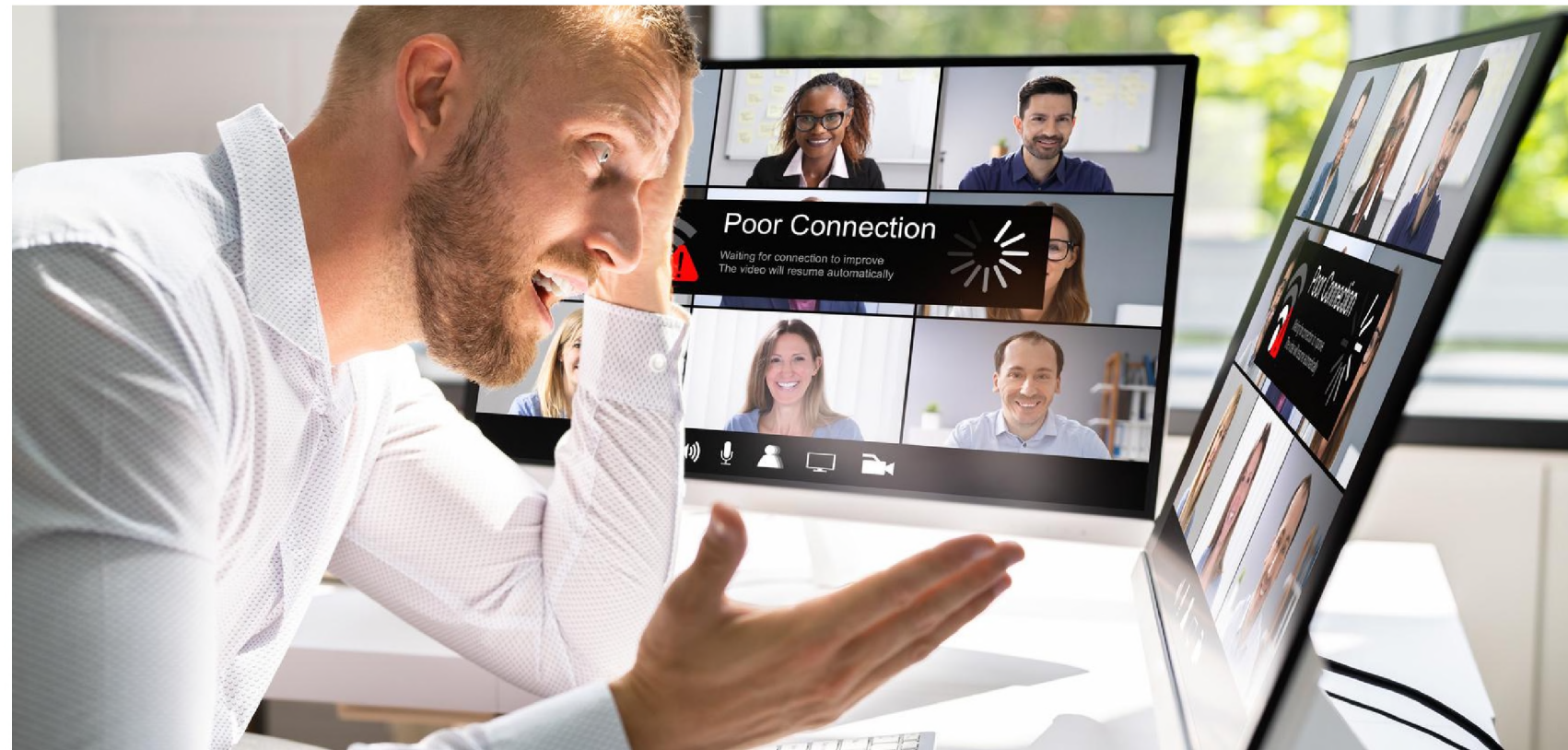


Overview:

- Trust is key to successful relationships.
- Negative first impressions can cause lasting damage.
- Positive first interactions lead to growth and loyalty.
- Once trust is broken, it's harder to rebuild.



The Cost of a Missed Connection



The Cost:

- Hindered collaboration
- Doubts that slow progress
- Overshadowed relationship
- Distraction from goals





Examples of Poor First Impressions



Poor First Impressions

- Lack of Attention
- Prejudging or Assumptions
- Unprofessional Communication
- Suspicion Fuels Doubt





Building a Strong Foundation



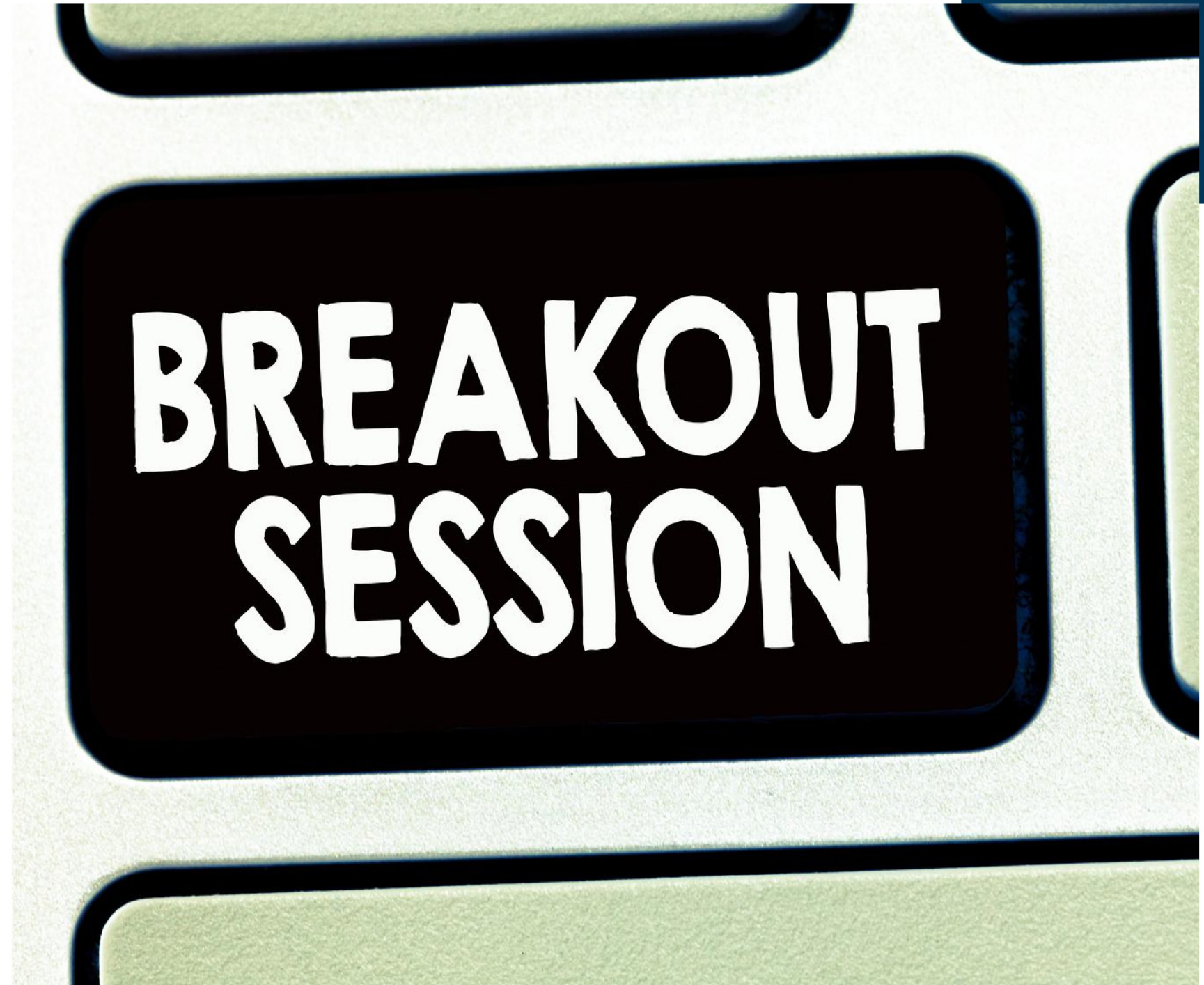
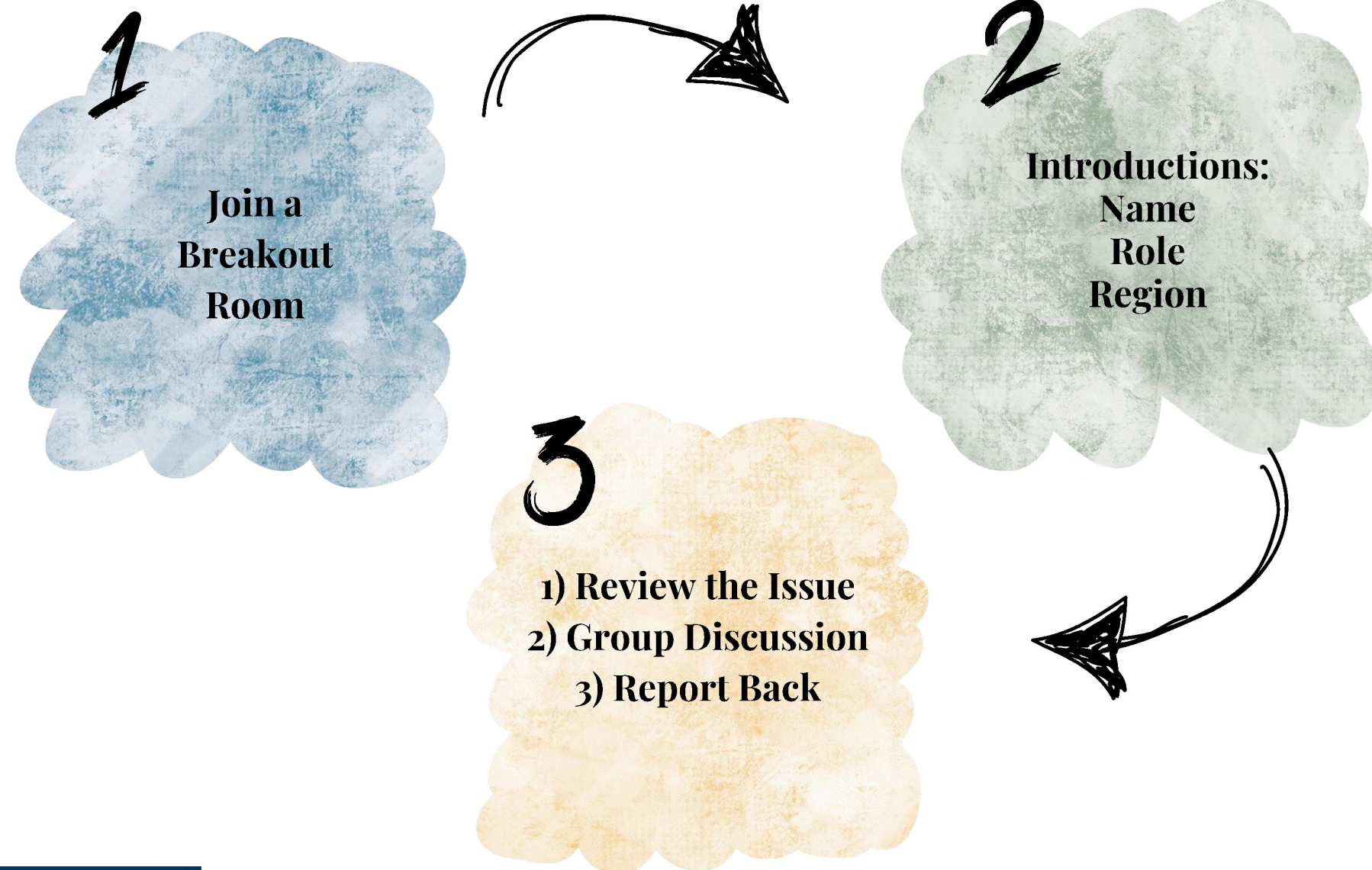
Strong Foundation

- Be genuine
- Be attentive
- Show value immediately
- Create a positive environment





Breakout Rooms



Join a breakout room, answer the prompt and start connecting to other professionals.





Breakout Room Challenge

Scenario: First interaction with a case manager

A client, Alex, walks into the community health center for her appointment with a case manager. Alex is 10 minutes late, missing some of the required paperwork, including her insurance card, and is also unsure whether her eligibility for food assistance has been approved. The case manager, Jordan, is new to their role, and while they want to be helpful, they're still familiarizing themselves with the clinic's processes and the required forms.

Alex is feeling frustrated and a little overwhelmed, as she's been struggling to get all the paperwork in order, and the system hasn't been very clear. She's also concerned about how this appointment will go, unsure whether she'll get the support she needs.





Breakout Room #1

Managing a Late Client

Issue: Alex arrives late for her appointment, which throws off the schedule for the rest of the day. This impacts the flow of appointments and could affect other clients.

Discussion points for breakout room:

- How should Jordan address Alex's lateness while being empathetic to her situation?
- Should Jordan reschedule the appointment, or can they still provide value even with a shortened time?
- How can Jordan balance maintaining schedule integrity while also showing flexibility to clients who may have barriers that affect punctuality?





Breakout Room #2

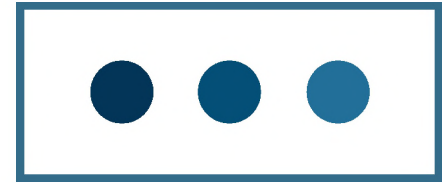
Missing Paperwork

Issue: Alex is missing important paperwork, including her insurance card, which is needed for the case manager to proceed with her assessment. Alex is embarrassed and stressed about not having everything in order.

Discussion points for breakout room:

- How can Jordan approach this situation without making Alex feel ashamed or discouraged?
- What steps can Jordan take to move forward with the appointment without the missing documents?
- How can Jordan help Alex feel supported in gathering the missing information without escalating her stress?





Breakout Room #3

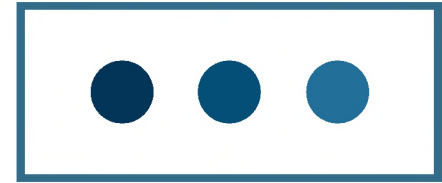
A New Staff Member in a Critical Role

Issue: Jordan, the case manager, is new to their role and still getting familiar with the paperwork, systems, and procedures. Jordan might not know exactly what to do in every situation and feels pressure to appear competent to Alex.

Discussion points for breakout room:

- How can Jordan be transparent about being new without losing credibility with Alex?
- What are some ways Jordan can involve Alex in problem-solving while still maintaining a sense of professionalism and support?
- How can Jordan communicate effectively and build trust with Alex, even if they don't have all the answers?





Breakout Room #4 Seeking Food Assistance & Uncertain About Eligibility

Issue: Alex is seeking food assistance and is unsure if her application was approved or if she's eligible. She needs help navigating this process, but Jordan isn't immediately sure about the status or the next steps.

Discussion points for breakout room:

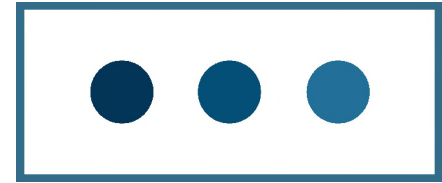
- How can Jordan guide Alex through the uncertainty without making promises they can't keep?
- What resources or information can Jordan offer to help Alex find out more about her eligibility status?
- How can Jordan keep Alex calm and optimistic while also addressing the frustration of not having immediate answers?

**APPLICATION FOR
FOOD STAMPS**

Personal Information

Name (Last)	(First)	(Middle Initial)	(State)	(Zip)	Home Telephone	() - ()
Address (Mailing Address)		(City)			Other Telephone	() - ()
E-Mail Address						
Services needed						





Breakout Room #5

Emotional & Psychological Support

Issue: Alex is feeling overwhelmed and frustrated by the administrative processes and lack of clarity. She's dealing with personal stressors that are affecting her ability to manage appointments and paperwork. Jordan recognizes that emotional support is necessary but isn't sure how to approach it.

Discussion points for breakout room:

- How can Jordan balance providing emotional support while maintaining the professional boundaries of their role?
- What specific strategies can Jordan use to actively listen and show empathy while also moving forward with the practical aspects of the appointment?
- How can Jordan assess if Alex might need additional mental health support or referral services without overstepping or making assumptions?





Summary: Key Takeaways




- Trust is earned early—it's much harder to rebuild once lost.
- A poor first impression introduces unnecessary barriers to success.
- Invest in making that first interaction genuine and valuable.
- If you get it right from the start, everything that comes next is easier and more effective.



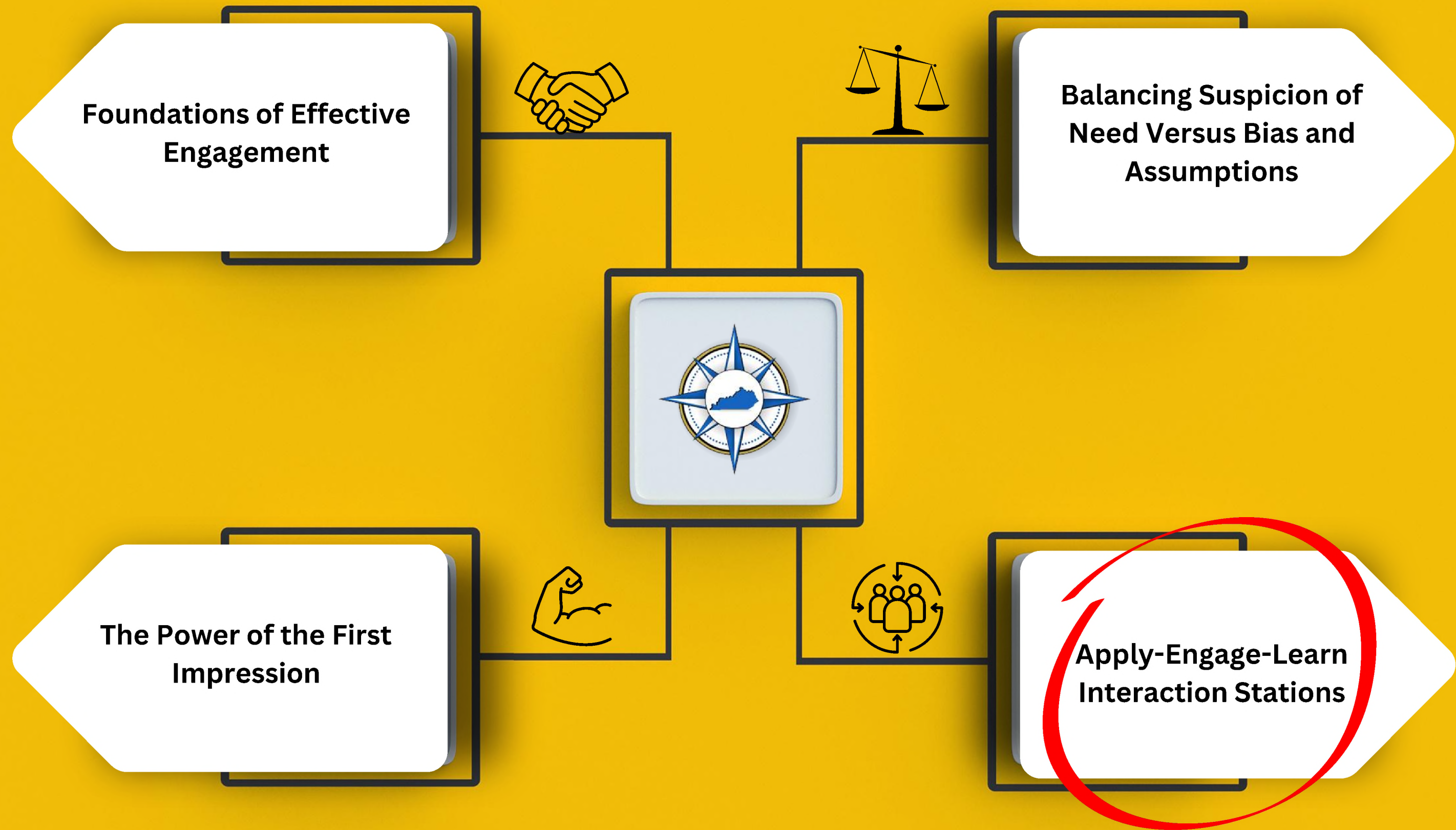


- CRG Requests
- Resource Updates
- CRGS Distributed: 1280
- Email: thomas.ard@uky.edu

COMMUNITY RESOURCE GUIDES UPDATES







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THANK YOU!!!



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