



Development of Patient and Provider Education Strategies

E&T staff and consultants have worked extensively with the public and private health care sector to develop and implement patient and provider education strategies for a wide range of topics. Utilizing a variety of qualitative and quantitative strategies, E&T can provide both expertise and facilitation of this process.

The MassHealth/MAP Clinical Education Template is an example of an educational strategy designed to meet the unique needs of a public insurance program. This comprehensive approach incorporates quality improvement and education/training strategies to improve the delivery of health care for MassHealth members at selected health care settings. To learn more about the template and the pilot projects that utilized this approach, please refer to the following:

[Clinical Education Template:](#) (PDF)

[Judicious Use of Antibiotics:](#) (PDF)

[Diabetes Provider/Member Education Project:](#) (PDF)

[Chlamydia Education Project.](#) (PDF)

In developing an education strategy, E&T has experience designing and conducting provider and patient focus groups to help identify the most effective approach to determining message content and distribution.

E&T has also worked with health care organizations to develop and implement health education programs including diabetes support groups for patients with Type 2 diabetes, and educational sessions for adolescents regarding prevention of sexually transmitted infections.

To discuss your organization's needs and to explore the potential for E&T consulting support, contact our program manager, at Theresa.glenn@umassmed.edu