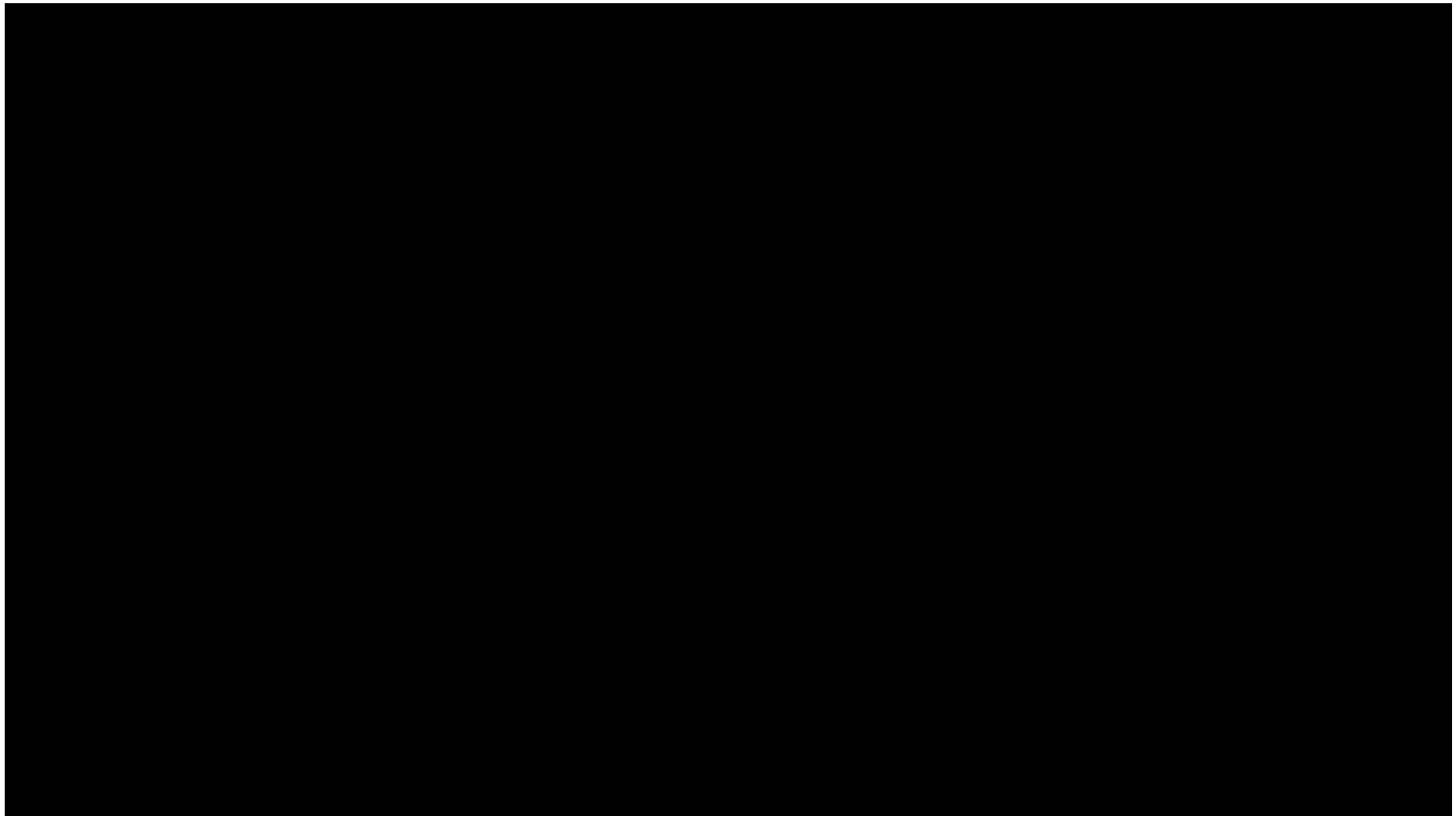


No conflicts to report

# Nancy Oriol and a glimpse of The Family Van





# **Lessons from the Streets**

## ***Radical Listening***

*“Learning how to listen without judgment. How to listen, blind to the external appearances of your speaker, so your prejudices are not activated, yet open-hearted to their appearances so you can begin to see the road they have traveled.”*



## ***Creating new models of care***

*“In the end, we can have the best therapies and most effective medications, but nothing will result in positive long-term outcomes if we don’t create models of care that focus on the individual and how they manage their life.”*



## **Care that connects**

*“Care that includes the space between clinical and community, rerouting the disconnected circuitry of the health care system.”*

*As one student explained:*

*“The new frontier here is to develop models of care that not only include Hospitals and community health centers, but all the other important assets like shelters, churches, schools, food pantries, and others in the community, that enrich the lives of the people living there.”*



***The Family Van,  
a model of care  
based on  
listening,  
connecting,  
and building  
self-confidence.***





*~Thank you~*

And remember...  
we are here to help care for your patients too.

*"Even now, when I'm practicing primary care,  
I'm more aware of what sorts of resources and  
supports I can get to patients outside the clinic,  
whether it's visiting nurses or community health  
centers [or mobile clinics]. That broader view of  
healthcare delivery was instilled by my time with  
the Family Van*