



MyHealth**GPS**
Healthy Starts Here

HMA

HEALTH
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Successful Patient Engagement with Resilient Practitioners

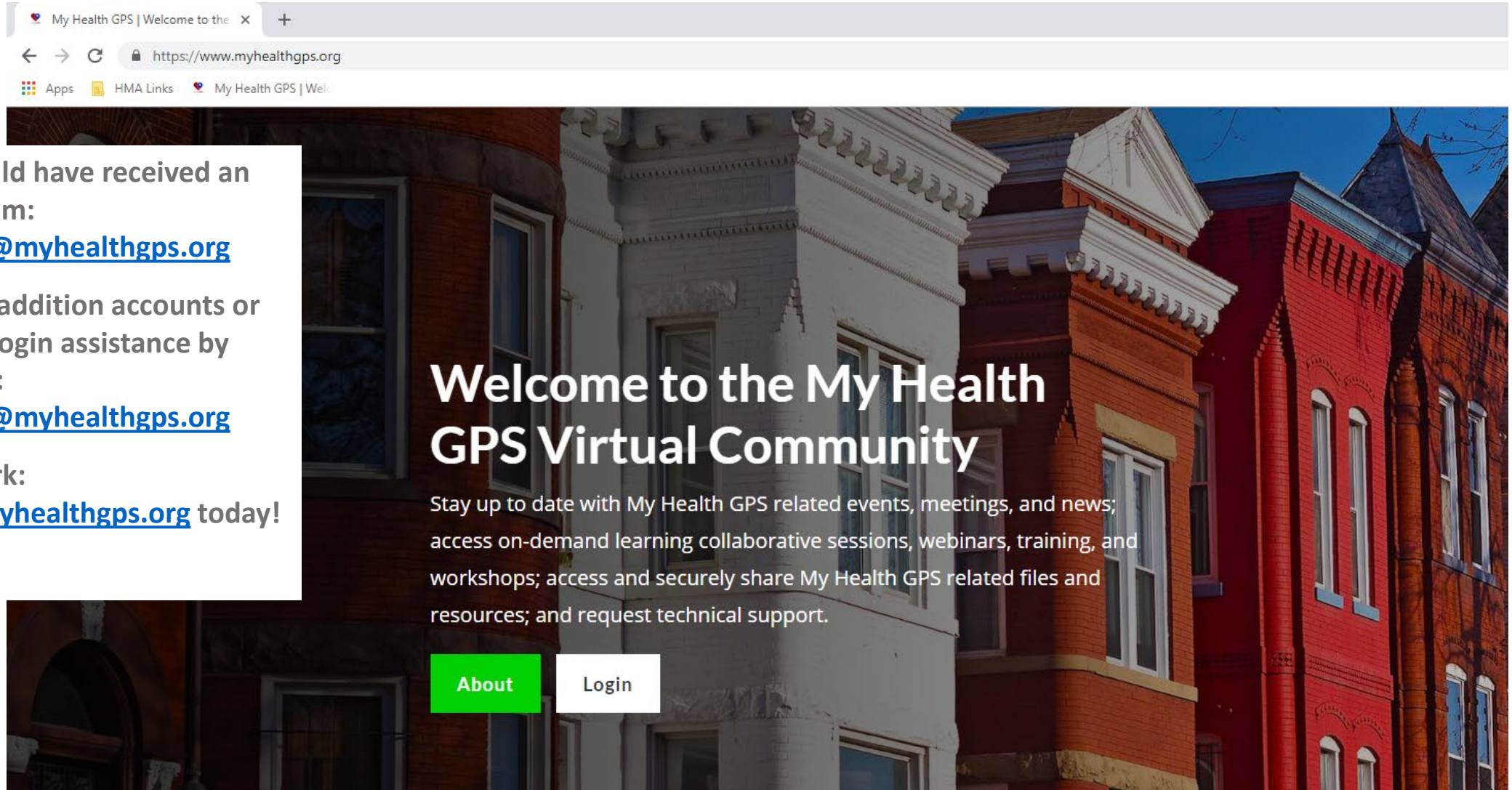
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MYHEALTHGPS.ORG Virtual Community



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Welcome to the My Health GPS Virtual Community

Stay up to date with My Health GPS related events, meetings, and news; access on-demand learning collaborative sessions, webinars, training, and workshops; access and securely share My Health GPS related files and resources; and request technical support.

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Maya Angelou

- “I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”



Write -Pair - Share

- Think of a practitioner-patient encounter in which practitioner communication was problematic. List 3 problematic behaviors



Write -Pair - Share

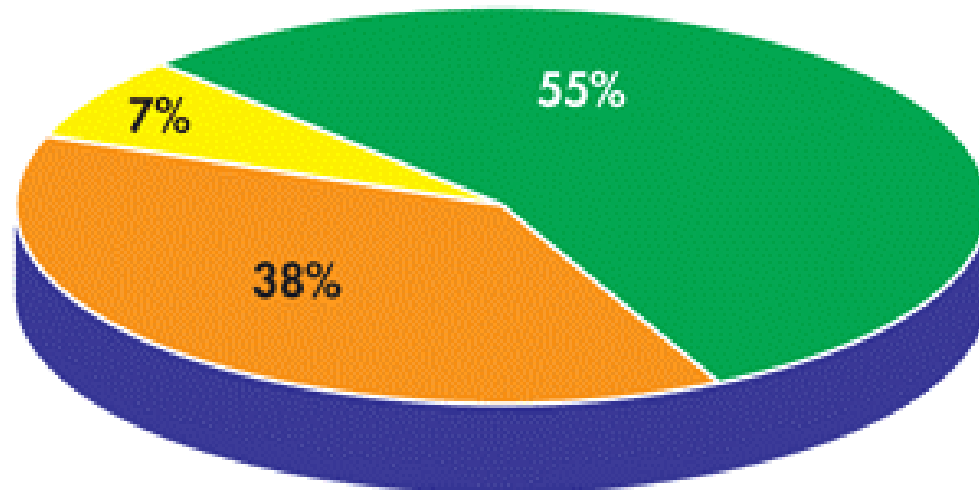
- Think of a practitioner-patient encounter in which practitioner communication was outstanding. List 3 outstanding behaviors



Research by Dr. R. Birdwhistle dissected live communication into three prime factors:

55% body language/physiology,
38% quality of the voice and
7% actual words spoken.

FACE-TO-FACE COMMUNICATION



Verbal and Non-Verbal Communication

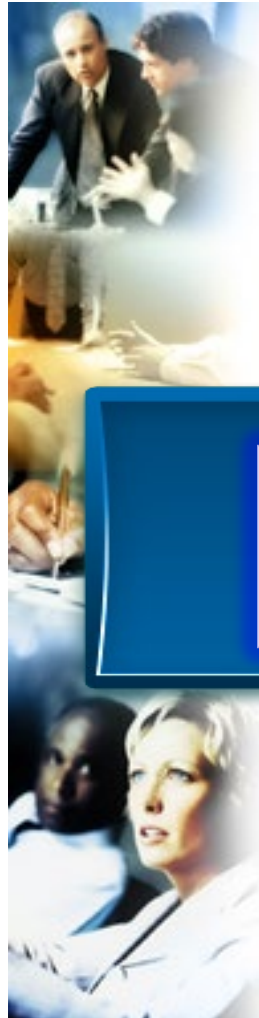
- Video Example: Little Miss Sunshine



Building Trust



How do you build trust?



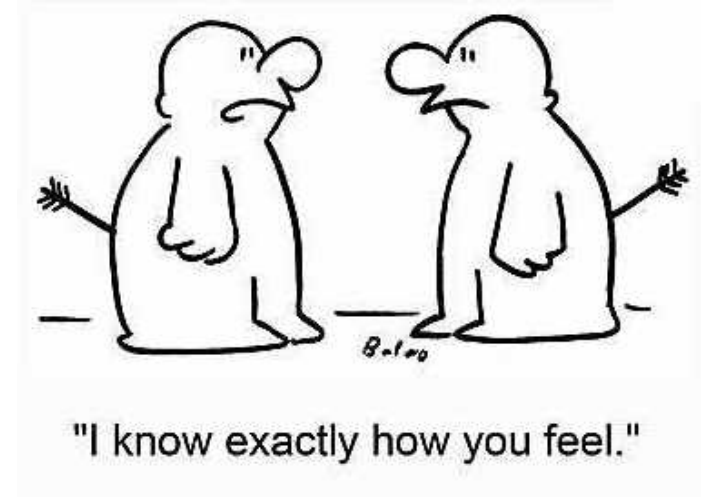
Trust?



$$\text{Trust} = \frac{\text{Credibility} + \text{Reliability} + \text{Intimacy}}{\text{Self-interest}}$$

Engaging via Empathic Communication

- Non-Defensive Listening
- Full Present Attention
- Curious
- Respectful
- Respond to Feeling and Meaning



Observation Exercise

Listen to the following interaction, paying particular attention to sub-optimal communication behavior.



"The doctor will see you now —
I can't promise that he'll talk
to you, but he'll see you."

Empathy and Communication are Multi-Sensory Experiences

Empathy is built on understanding patient:

- Thoughts
- Feelings
- Perspective
- Expressions
- Actions
- Needs

Empathy is built on a foundation of listening.

Benefits of Listening in Patient Care



Benefits of Listening in Patient Care

- More accurate diagnoses
- Avoid labeling patients
- Avoid premature closure
- Reduce unnecessary tests
- Surface potential barriers to adherence
- Increase likelihood of adherence

Benefits of Listening in Patient Care

- Increase Patient Satisfaction
- Increase Patient Safety
- Reduce Lawsuits
- Reduce Costs
- Improve Collegial Relationships
- Enhance Career Satisfaction and Sense of Purpose

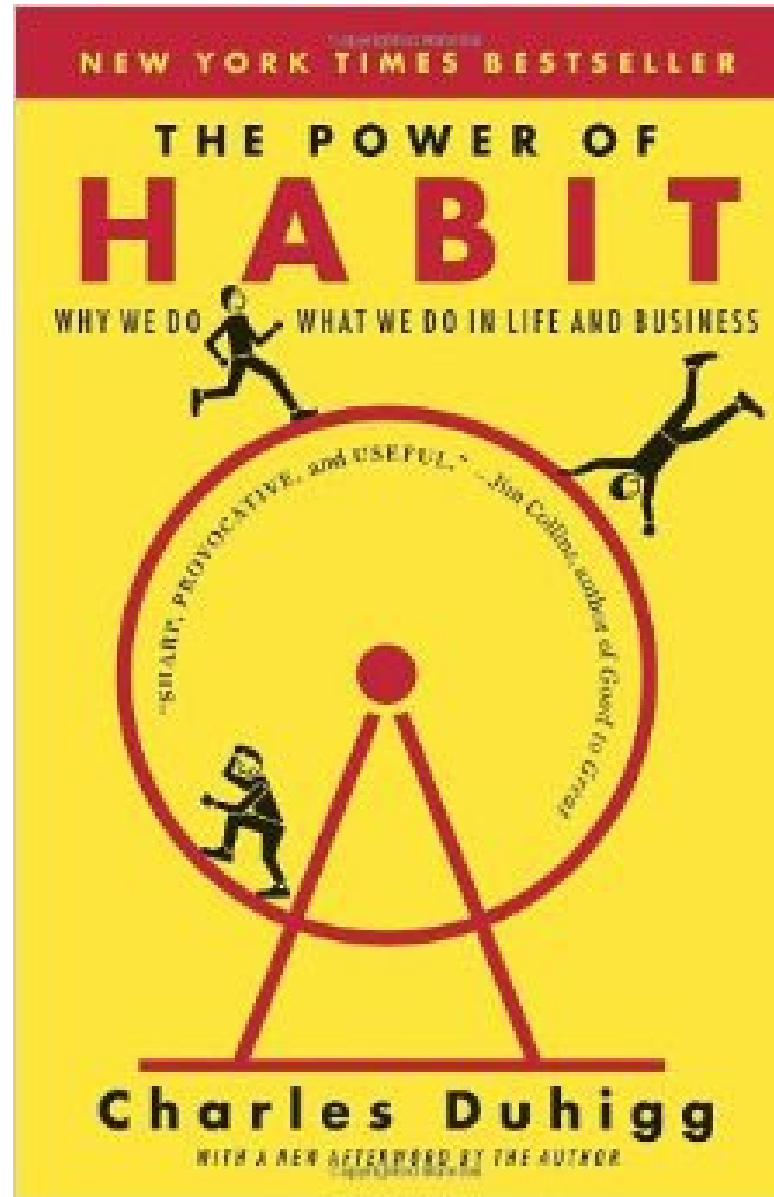
Engaging: Empathic Reflection Warm Up Exercise

- You're feeling....
- You're saying....
- You're feelingbecause

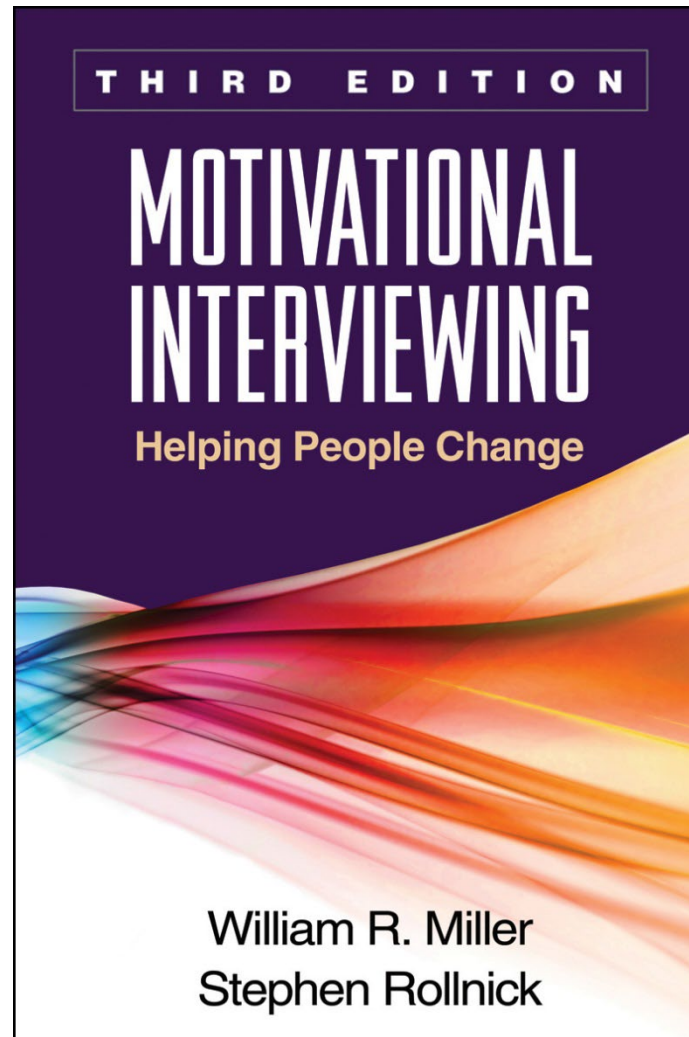
Patient Case: Sandra Menendez

- Hypertension
- MI two months ago
- Diabetes
- Obesity
- Smoker
- Sedentary
- Unhealthy Diet





Motivational Interviewing is a Tool of Patient Activation



Motivational Interviewing

- *A Pathway to Behavior Change*
- *More effective than giving advice*
- *Patient-Centered Approach*

Motivational Interviewing

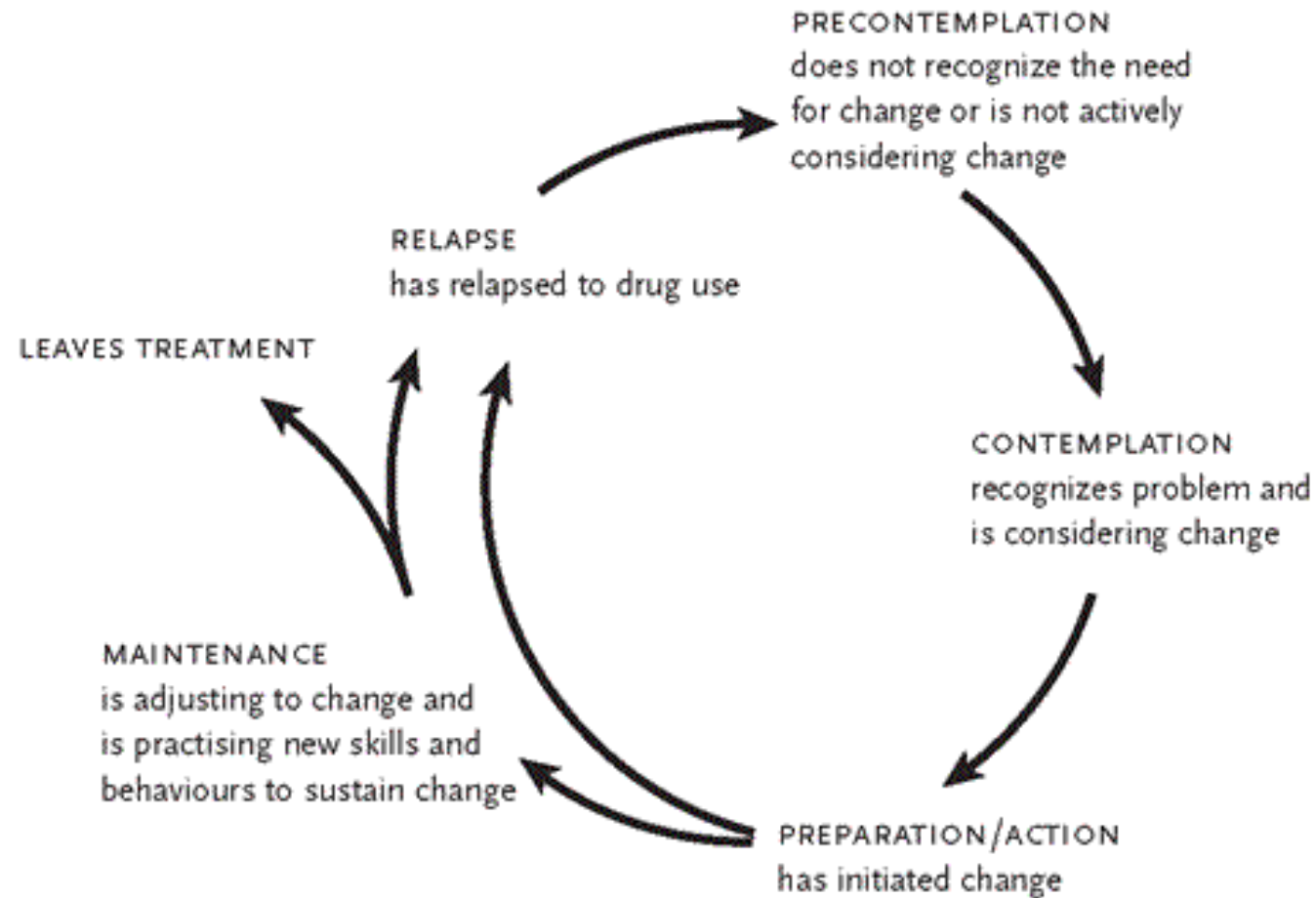
- Patient-Centered Communication
- Foundation of Empathy and Respect
- Stages of Change Model
- Decision Balance
- Readiness Ruler

Foundational Skills of MI

- Engaging
 - Shall we walk together?
- Focusing
 - Where shall we walk?
- Evoking
 - Why shall we walk there?
- Planning
 - How shall we get there?
- Linear and Iterative Processes



Stages of change



Source: Prochaska, J., Norcross, J. & DiClemente, C. (1995). *Changing for Good: A Revolutionary Six-Stage Program for Overcoming Bad Habits and Moving Your Life Positively Forward*. New York: Avon Books.

Righting Reflex

The “Righting Reflex” is a reflex that people have to correct someone/something. To offer advice/info/tips, etc. to correct whatever is “wrong” or “help by offering advice you would preferably do”.

The Righting Reflex

- R Resist the Righting Reflex
- U Understand Client's Motivation
- L Listen to Your Client
- E Empower Your Client

| | | |
|------------------------------|---|--|
| <p>Open Questions</p> | <p>Elicit crucial information that may not be gathered from closed questions</p> <p>Cannot be answered yes/no</p> <p>Allows patient to tell their story</p> | <p>Instead of asking “Are you in pain?” they could be asked “How do you feel?”</p> |
| <p>Affirmations</p> | <p>Statement of appreciation</p> | <p>“That’s great you lost 4kg”. “I am impressed by your commitment”.</p> |
| <p>Reflection</p> | <p>Understanding what the patient is thinking and feeling and saying it back to the client</p> <p>Statements not questions</p> | <p>Patient – “I’ve been this way for so long.”</p> <p>Reflection from AHP – “So all of this seems normal to you.”</p> |
| <p>Summaries</p> | <p>Longer than reflections</p> <p>Used for highlighting both sides of a patients ambivalence, provide recap to ensure understanding, transition from one topic to another</p> | <p>For a patient trying to lose weight – “You have several reasons for wanting to lose weight; you want to interact with the kids more, you want to be healthier. On the other hand, you are worried about the hassle and time consumption of the process, and worry if you’ll have the motivation to adhere to it. Would that sum it all up?”</p> |

Engaging the Challenging Client



EquiPoise

- Equanimity + Poise in the face of discord
- How do you do it?



Self Care



Mindfulness





Healing and Hopefulness

- Exploring clinical successes and heroics in colleagues

Bryn Mawr Garden of Hope & Healing



Questions/Discussion



Commitment to Act

Based on our work together today, list two things you intend to do differently, enhanced or anew.



PROGRAM REMINDERS AND ANNOUNCEMENTS

- Work with your site coach to develop and/or evaluate your practices for patient engagement and ask questions about today's webinar.
- Check the website (myhealthgps.org) for the webinar recording and materials.
- Provide input for this and future sessions using the feedback form.
- Save the dates for the next My Health GPS Learning Collaborative Series Webinars.
 - October 10: Stepped Behavioral Health Care in Primary Care
 - November 14: Care Team Development
 - December 12: Tentative Topic: Care Coordination and Care Management
 - More invites to come as we finalize dates for the rest of 2018 and into 2019.

Thank you!