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## Patient Engagement

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1

### Patient Engagement Review:

- ✓ How early patient engagement relates to improved outcomes
- ✓ Strategies for developing and maintaining patient engagement
  - ✓ Warm connections
  - ✓ Addressing barriers
  - ✓ Family engagement
  - ✓ Phone outreach
  - ✓ Motivational Interviewing
- ✓ Elements of a strong alliance

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### Core Engagement Techniques

- All referrals should have a warm connection
- Connect yourself with the clinic team in the patient's eyes
- Frequent contact with the patient
  - 2+ contacts in first month
- Discuss barriers to treatment and develop plan to address them
  - Ability to attend clinic, tele-health or phone appointments

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3

### Set Expectations for Successful Treatment

- We have effective treatments
- Describe framework of appointments (time, BH intervention options available)
- Most patients need at least 1 treatment change
  - Sometimes multiple changes
- We won't give up!
- The patient plays an important role
  - Selecting/changing treatment
  - Goals
  - Self-management
  - Family engagement

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### Address Attitudes & Beliefs

- Challenge
  - Patients may know little about depression
    - What they know may be inaccurate
  - Patients may believe...
    - Depression is selfish, weakness
    - They should "handle it themselves"
- Response
  - Provide high-quality education resources for patients to learn more about depression or other mental health disorders
    - National Institute of Mental Health
    - World Health Organization

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### Why Engage Caregivers/Family?

- Effect of patient's depression on family members can make it difficult for them to be helpful
- Family sees mood and behavior changes over time
- Family can support treatment plan
  - Especially self-management plans

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7

### When and How to Step Up Engagement

Attitude	Action
<ul style="list-style-type: none"> <li>• Return to alliance (bond)</li> <li>• MI techniques (reflection)</li> <li>• Elicit the story:                             <ul style="list-style-type: none"> <li>– understanding, summary of pros/cons to treatment</li> </ul> </li> <li>• Elicit treatment hopes and dreams</li> <li>• Elicit commitment</li> </ul>	<ul style="list-style-type: none"> <li>• Phone outreach</li> <li>• Warm engagement in clinic</li> <li>• Engage caretakers / family / PCP</li> <li>• Feedback = psychoeducation</li> <li>• Barriers: practical, psychological, cultural</li> </ul>

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### Discussion

- Difficult to engage patients?
- Warm handoffs during Covid?
- Use of family/support people to support patient engagement?
- Time to consistently engage patients?

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## The 30-Minute Appointment

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### 30 Minute Appointment Overview:

- Utility of 30-minute contacts
- Use of an agenda to guide 30-minute appointments
- Review of outline for a 30-minute patient appointment

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### Brief Treatment Sessions

- Broader use of telehealth is showing some practice trends already, including **brief sessions**
- Some kinds of brief-session treatment shown effective
- How do you get the most out of a brief session?

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## Structuring the 30-Minute Session

- Greeting and Agenda Setting [5 minutes]
- Review and Provide Treatment [20 minutes]
- Outline Next Steps in Care [5 minutes]

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## Preparation for 30-Minute Appointments with Clients

1. Orient and consent clients to 30-minute session
2. If possible, have client complete BH measure same day **before** appointment
3. Start with focused questions like **“how has your mood been the last week?”** to center the appt on treatment
4. **Create space for rapport building:** Invite the client to partner in setting an agenda together to **“make the best use of our time together”**

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## 1. Greeting and Agenda Setting [5 mins]

- Review standard appointment agenda together
- Review treatment goals and concerns
  - Continuing with current treatment goals
  - New treatment goals?
  - Other new or pressing concerns?
- **REACH AGREEMENT ON AGENDA**

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## 2. Review and Provide Treatment [20 mins]

- Review behavioral health measure scores, if any
- Address urgent client concerns, if any
- Check in on new or current meds [if applicable.]  
Barriers to taking consistently?
- Deliver behavioral health interventions, review and update treatment plan
  - Review assignments from previous session
  - Discuss progress on and practice behavioral health strategies
- Check on referrals and problem solve any referral barriers [if applicable]

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## 3. Outline Next Steps in Care [5 minutes]

- Confirm assignments for next session
  - Who is responsible for any follow-up/tasks?
- Set next appointment
- Provide client with care plan and follow-up paperwork

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## Will Brevity Impact Therapeutic Alliance?


- Psychotherapy outcome is all about therapeutic alliance
- Essentially **no data exists relating session length to strength of therapeutic alliance**
- Client **EXPECTATION** of the conduct of sessions **IS** important, and speaks to orienting the client to the call agenda

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### Concurrent Documentation to Support Brief Sessions – An Example

- Improved timeliness of billing and supporting clinical documentation
- Improved quality and usefulness of clinical documentation
- Reduction in time spent in documentation
- Improvements in the quality of work life of clinicians
  - Less time spent documenting
  - Feeling caught-up all day
  - Being finished with work at the end of the client day



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### Questions & Discussion



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20