

Patient Engagement



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**



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**



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



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

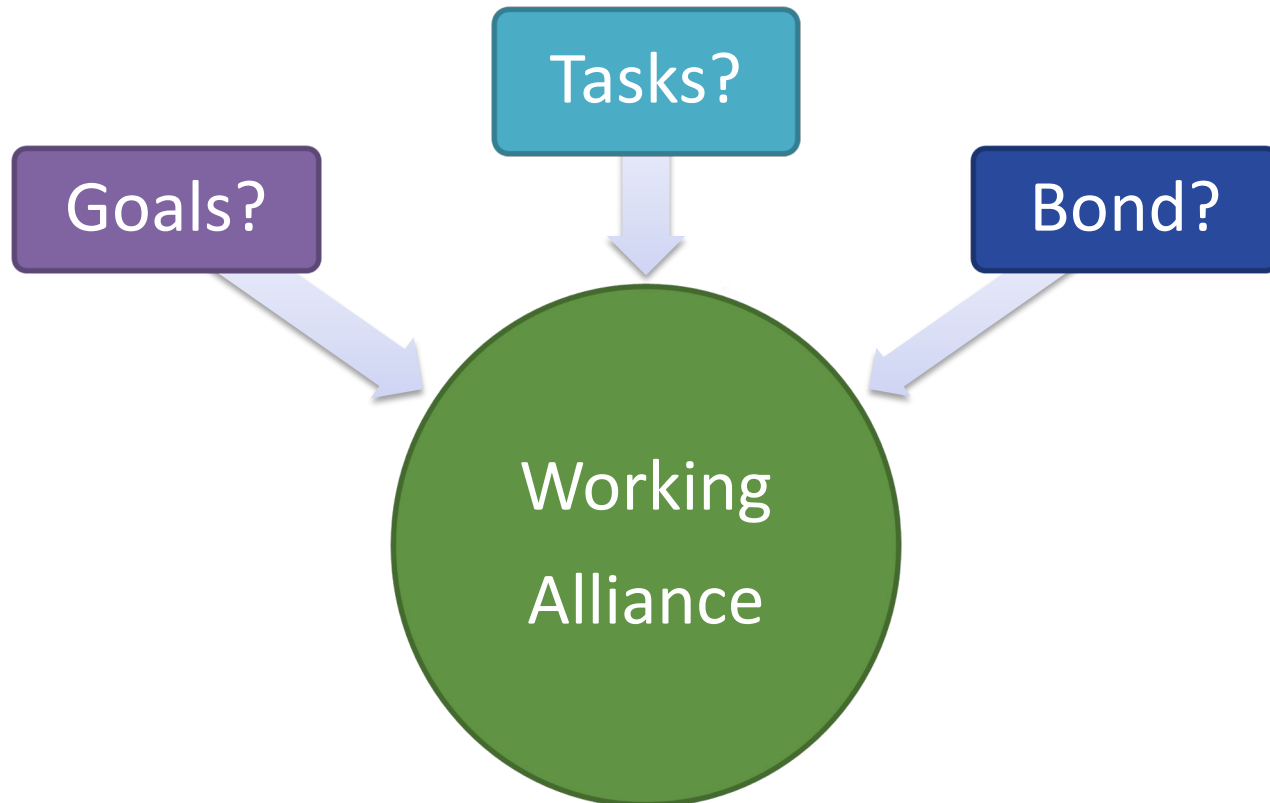


Why Engage Caregivers/Family?

- **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**



Using MI to Support Engagement: 3 Critical Elements of Alliance





When and How to Step Up Engagement

Attitude

- Return to alliance (bond)
- MI techniques (reflection)
- Elicit the story:
 - understanding, summary of pros/cons to treatment
- Elicit treatment hopes and dreams
- Elicit commitment

Action

- Phone outreach
- Warm engagement in clinic
- Engage caretakers / family / PCP
- Feedback = psychoeducation
- Barriers: practical, psychological, cultural



Discussion

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

The 30-Minute Appointment



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**



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?**



Structuring the 30-Minute Session

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



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**”



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**



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]



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**



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

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





Questions & Discussion

