

HEALTH MANAGEMENT ASSOCIATES

Enhancing Patient Self Management Series: **Self Management Support**

**Million Hearts Grantee Technical Assistance
Recorded Webinar**

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DC | **HEALTH**



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Enhancing Patient
Engagement

Recorded Webinar
(October 2021)

Self Management
Support

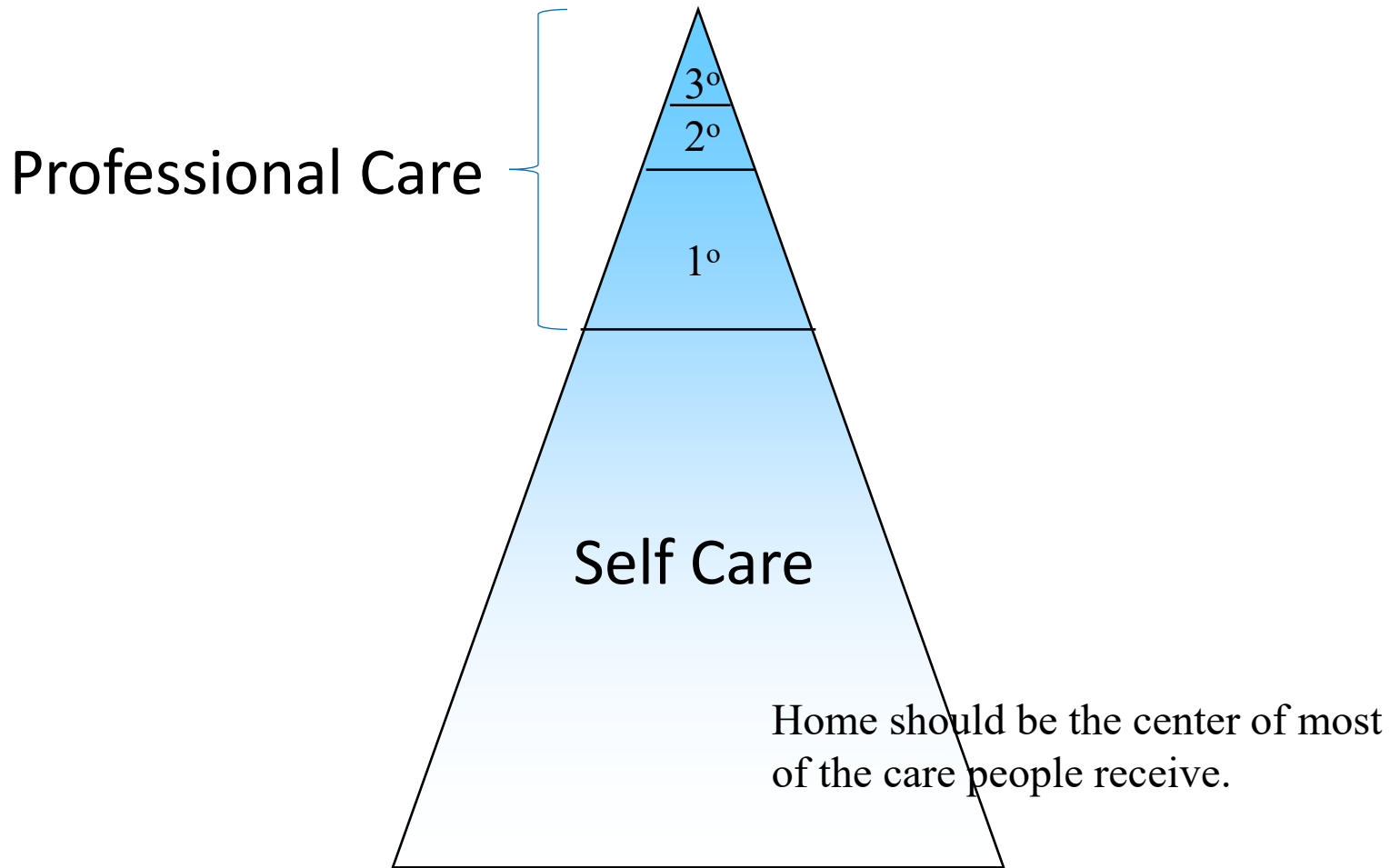
Recorded Webinar
(Fall 2021)

Shared Decision
Making

Recorded Webinar
(Fall 2021)

Motivational
Interviewing Tools

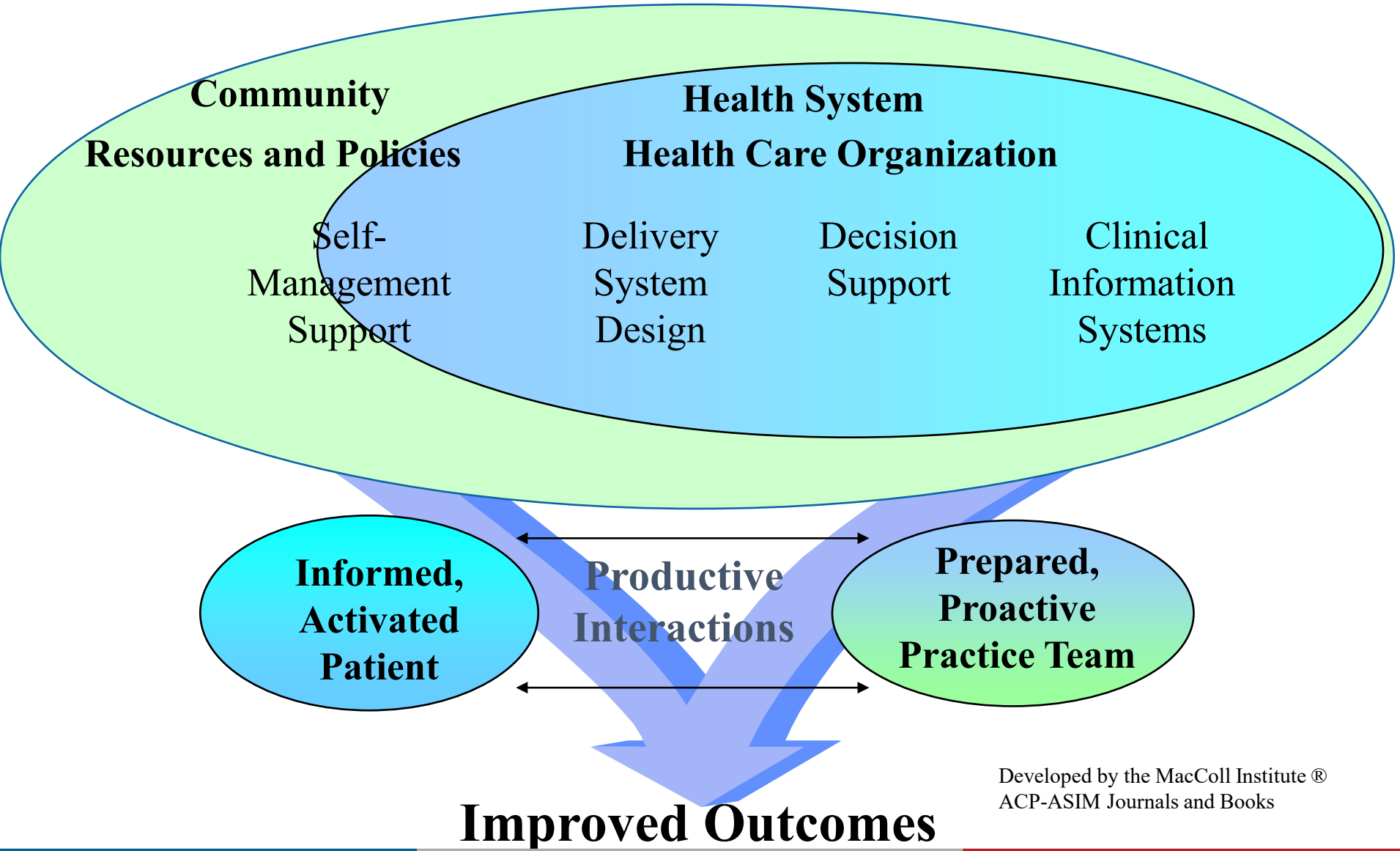
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The assistance provided by clinicians to enhance an individual's self-efficacy in managing one or more chronic conditions.

Evidenced-based approach to building patient knowledge and self-confidence in maintaining their health and managing their chronic health conditions

- Increases self-efficacy, decreases inappropriate ED and hospital utilization, increases communication with healthcare providers
- Purpose: aid and inspire patients to become informed about their health conditions and take an active role in managing them.

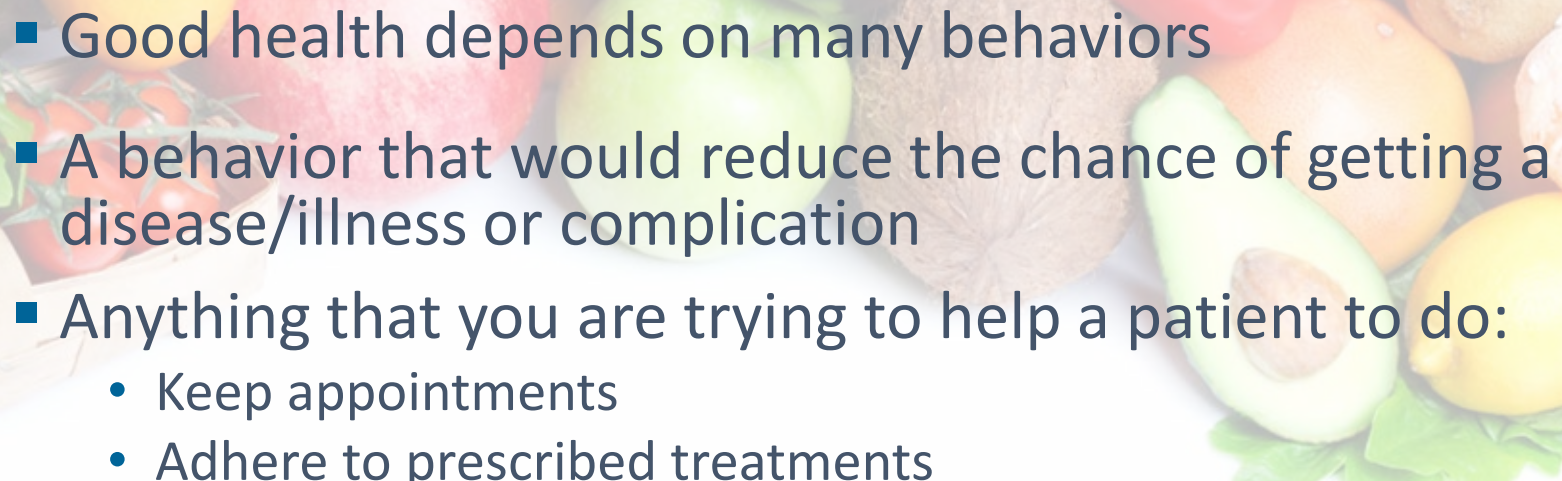


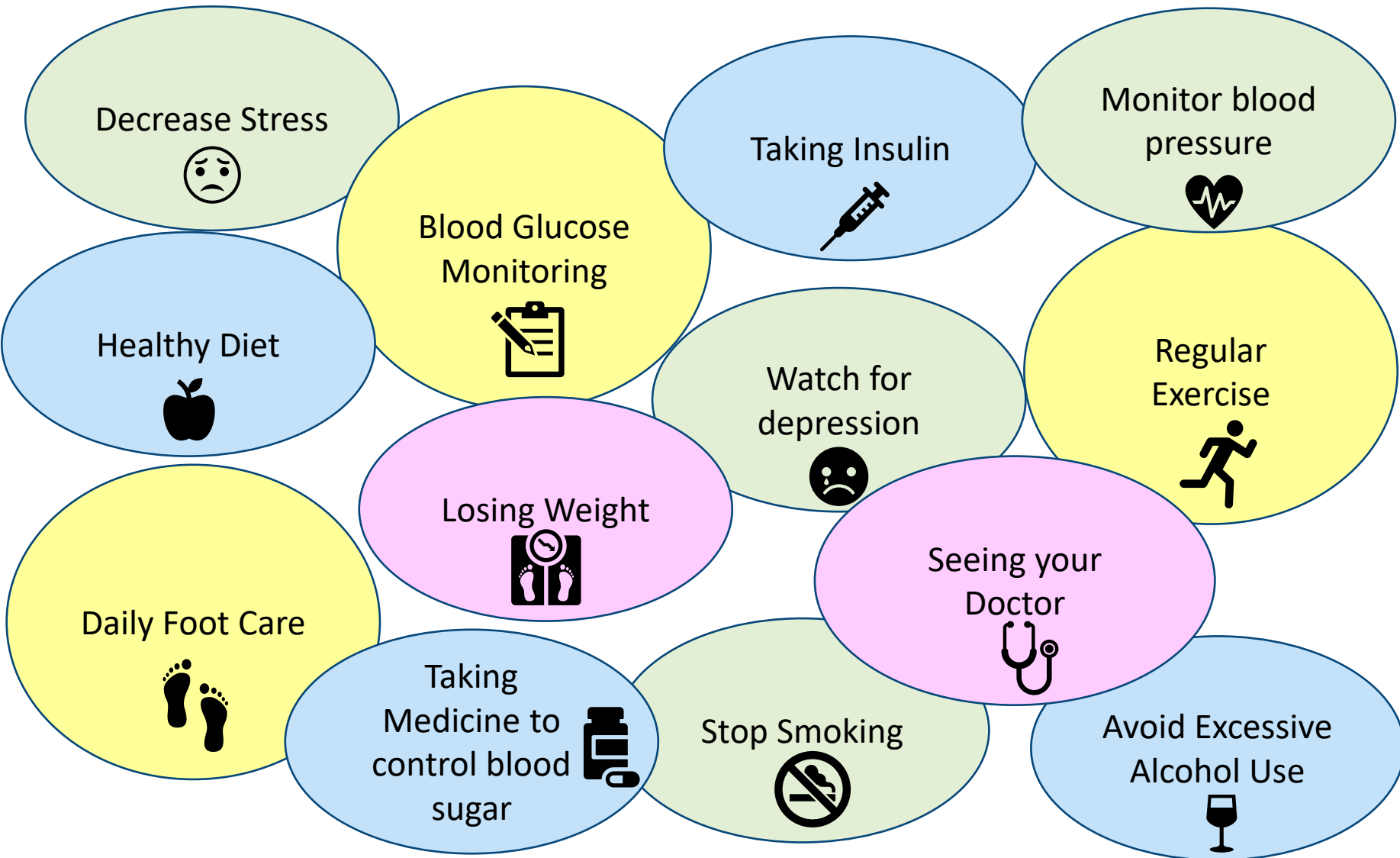
Developed by the MacColl Institute®
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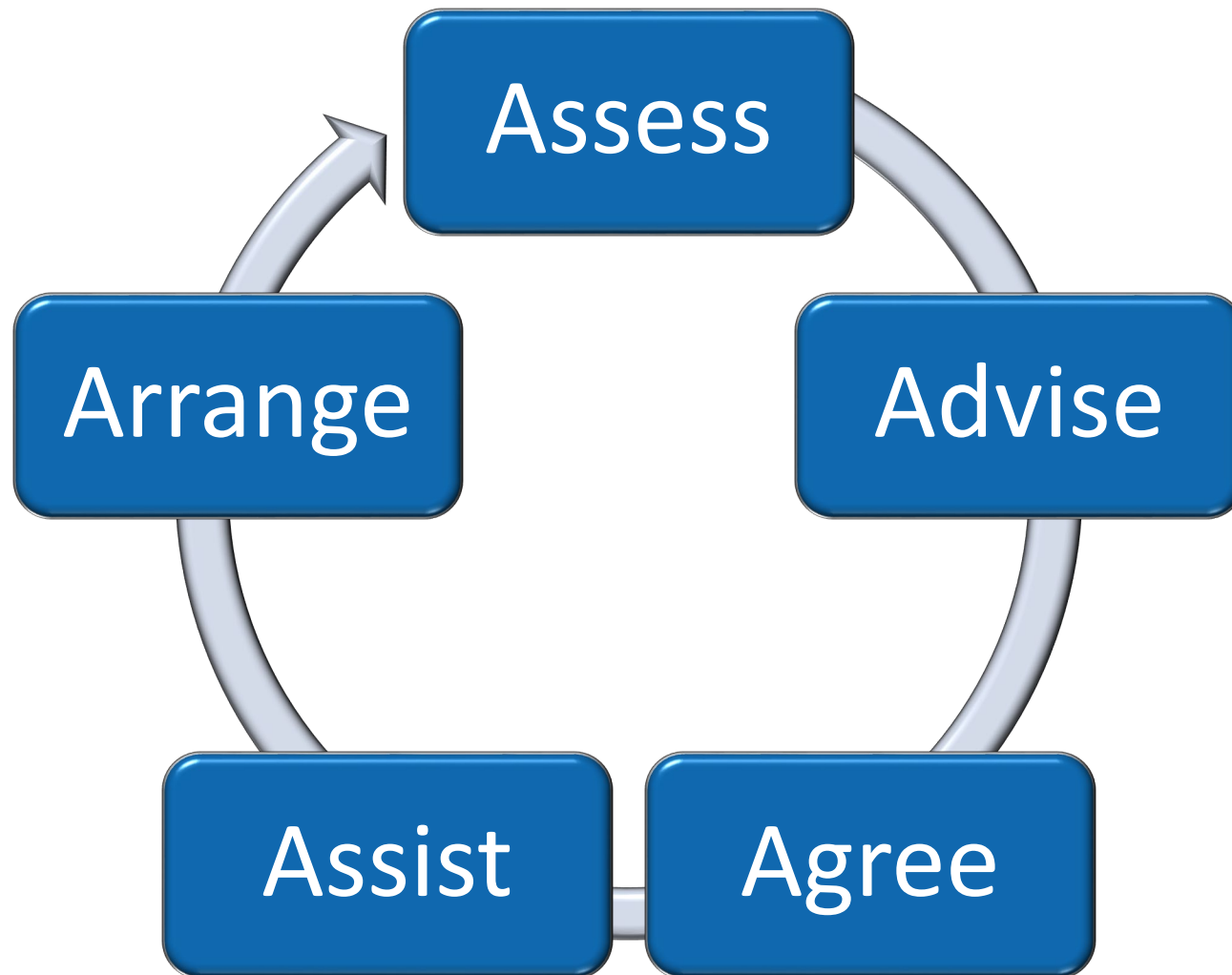
- Prepare patients for their new role as active participants
- Introduce your role: to support & assist them
- Link clinical priorities to their ability to function
- Help the patient determine their own priorities & address problems from their perspective
- Collaboratively set self-management goals they want to meet
- Remind them that change takes time

Adapted from Lorig et al, Living a Healthy Life with Chronic Conditions. Bull Publishing Company, 2000.

- Emphasize the patient's central role.
- Partner with patients in decision making:
 - Use collaborative approach
 - Identify the likely outcomes of different treatment options
 - Discuss what is important to them
 - Support decision-making
 - Collaborate in developing shared goals/care plans
 - Provide basic information & emotional support
- Build patient self-confidence
- Organize resources to provide ongoing support
- Increase self-efficacy and increase communication with providers to decrease inappropriate utilization

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- Good health depends on many behaviors
 - A behavior that would reduce the chance of getting a disease/illness or complication
 - Anything that you are trying to help a patient to do:
 - Keep appointments
 - Adhere to prescribed treatments
 - Accept referrals for other services (domestic violence)
 - Blood Glucose Monitoring
 - Adhere to exercise plan
 - Stop tobacco use
 - Maintain low fat diet





HEALTH MANAGEMENT ASSOCIATES

Enhancing Patient Self Management Series: Self-Management Support Creating an Action Plan

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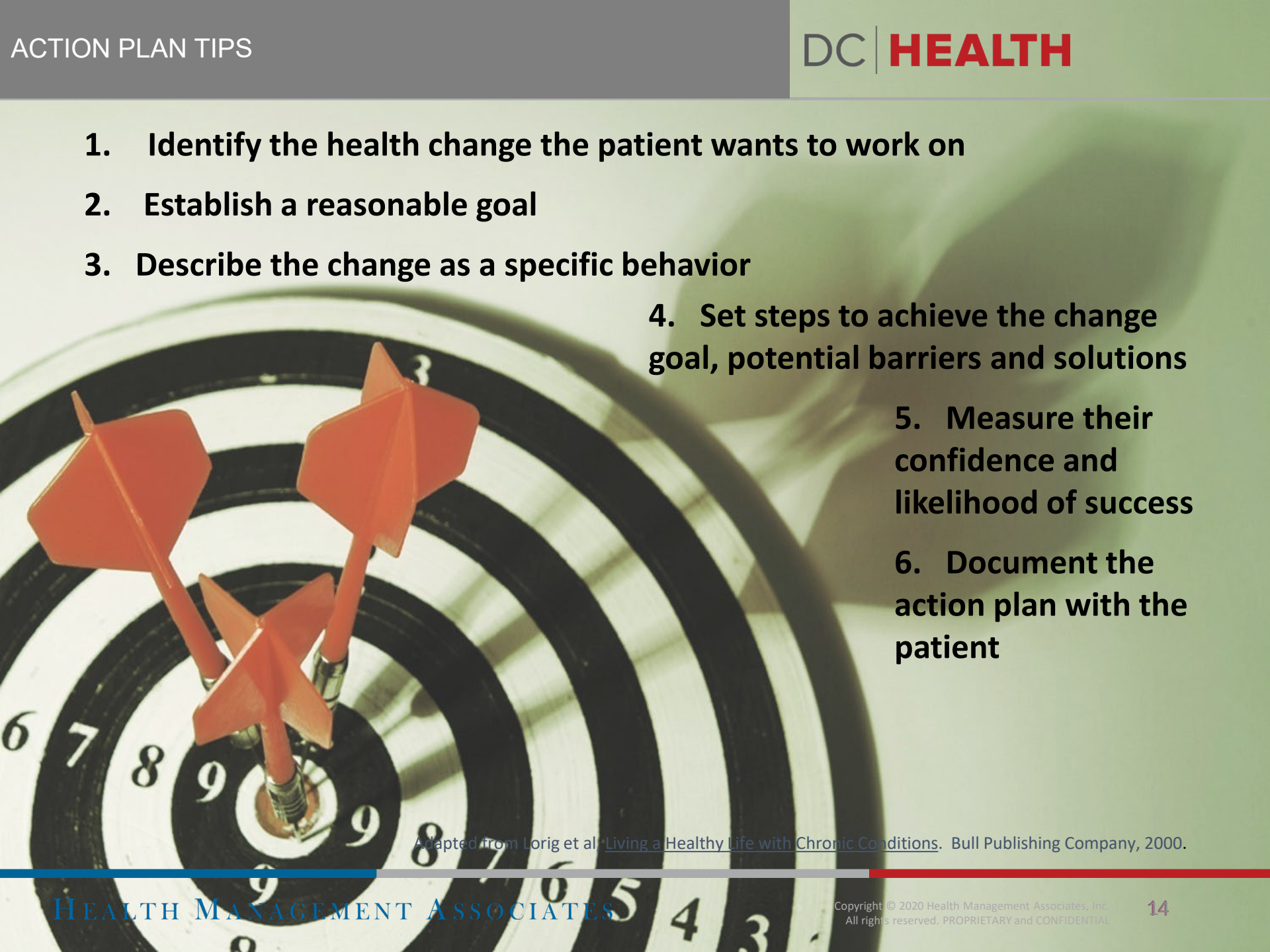


- Action Plan - a patient-friendly tool that identifies concrete and specific activities the patient agrees to do to reach their health goal.
- Action Plans focus on a specific healthy change goal set to reach that change vs. a behavior required to attain that goal.

For example:

- **Healthy Change:** *Lose weight*
 - **Goal:** *lose 4 pounds in the next month*
 - **Behavior:** *eating carrots for a snack, not chocolate*
- **Healthy Change:** *Exercise more*
 - **Goal:** *exercise for 20 minutes twice a week*
 - **Behavior:** *walk to work*
- **Healthy Change:** *reduce stress levels*
 - **Goal:** *spend 15 minutes a day relaxing*
 - **Behavior:** *listen to meditation tape*

Adapted from Lorig et al, *Living a Healthy Life with Chronic Conditions*. Bull Publishing Company, 2000.

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- 1. Identify the health change the patient wants to work on**
 - 2. Establish a reasonable goal**
 - 3. Describe the change as a specific behavior**
 - 4. Set steps to achieve the change goal, potential barriers and solutions**
 - 5. Measure their confidence and likelihood of success**
 - 6. Document the action plan with the patient**

Adapted from Lorig et al, [Living a Healthy Life with Chronic Conditions](#). Bull Publishing Company, 2000.

The SMART goal framework helps guide goal development to increase the patient's chances of success

- Makes goals clear, focused and motivating.
- Defines what success looks like

Creating SMART goals:

S- Specific

M- Measurable

A- Attainable

R- Realistic

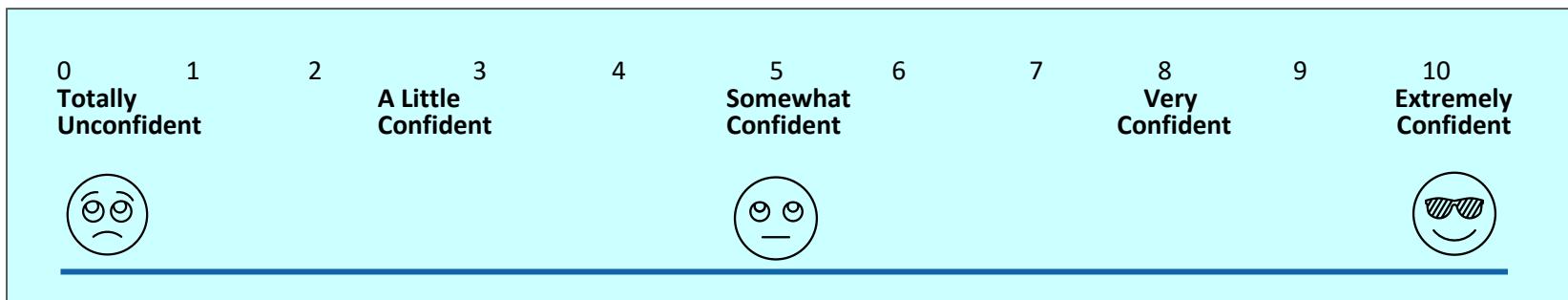
T- Time Limited

- *Exactly **what** are you going to do?*
- ***How much** will you do?*
- ***When** will you do this?*
- ***How often** will you do the activity?*
- ***Anticipate barriers.***
- ***Potential solutions for barriers***
- ***Follow-up plan***
- ***Confidence rating***

Adapted from Lorig et al, Living a Healthy Life with Chronic Conditions. Bull Publishing Company, 2000.

- Once a reasonable goal is established, the behavior change is described, and a specific plan is developed, it is important to assess the patient's confidence that they can make the change on a scale of 1-10:
 - The importance of making the change
 - Their willingness to engage in the change
 - Their commitment to make the change
- Start when the patient has a confidence level of 7 or greater and work to support increased confidence

Confidence Ruler



Adapted from rulers developed by the Rhode Island Chronic Care Collaborative 2003

- Encourage the patient to take an active role in achieving their goals
- Help patient overcome any sense of being overwhelmed
- Coach on developing realistic options
- Offer support for self-care activities
- Promote individual's problem-solving skills
- Promote positive belief in individual's abilities, skills, and ability to be actively involved in their health



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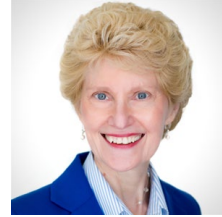
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