

# Elevate your patients' experiences and improve health outcomes



Your patients are people first. It only takes a few minutes to connect with patients. Those few minutes can pay dividends.

Do you need to encourage your patients to get a recommended screening, make a behavior change to improve their health, or take their prescribed medication(s)?

- **Listen to your patient.** Listen with empathy and approach them with curiosity. Listen to understand your patient's motivation, values, strengths, and challenges.
- **Ask open-ended questions.** This may assist the patient with reflecting on the advantages and disadvantages of maintaining their current or future state, as well as their intention, motivation, and confidence to change.

- **Use reflection and reframing** to emphasize the individual's choice and role in the process, which might help the patient acknowledge their desire to follow through with the care plan. Resist the urge to advise on the right path, allowing the patient to explore and acknowledge their motivation and abilities, without passing judgement.
- **Empower the patient** and support self-efficacy. Acknowledge and affirm the patient's strengths and any efforts they might have made to reach their goal(s).
- **Summarize the discussion**, checking in with the patient to make sure there is a mutual understanding of the discussion. This may provide an opportunity to point out the discrepancy between the person's current situation and their future goal(s).

Do you need to ensure that your patients understand what you are telling them at the end of the visit?

- **Use plain language** and avoid unnecessary or undefined medical jargon or acronyms.
- **Ask patients or their family to explain** or show you in their own words their care plan and diagnosis, if applicable. Encourage notetaking or another person to be with the patient.
- **Use visual cues**, demonstration, and memory aids when applicable.
- **Give a written/electronic reference** using plain language including patient education and next steps.
- **Enlist the help of a medical interpreter** to assist if the patient or family's first language is different from your own.

How does your own experience, background, and culture shape your outlook and recommendations? Is the patient's background and culture different from your own?

- **Approach your patient with curiosity and humility** to learn about their background and resources and how that might influence their choices.
- **Encourage your patient to be an active participant** in their care. Use open-ended, nonjudgmental questions to understand what may work best for the patient.
- **Provide specific care recommendations** in terms that will be familiar to your patient.
- **Connect patients with community resources** when necessary.

## Need more resources? Need continuing education credits?



- Visit **MyDiversePatients.com** and the **Patient Experience page** at <https://bit.ly/3ryCuk4>, and the **Clinical Quality Webinar Hub** at <https://gateway.on24.com/wcc/eh/3368093/clinical-quality-webinars-hub> for resources, tips, and free CE credits.
- Search and connect your patients to **findhelp.org** for assistance with transportation, housing, food, financial, and other needs that might also impact their health.
- Visit **communityresources.elevancehealth.com** and share these *no cost*, culturally tailored programs addressing several health topics with your patients.
- If you would like to request an interpreter, including sign language, on behalf of your patient, please call Provider Services. Free interpreter services are available to members by calling the Member Services number on the back of their identification card (TTY/TTD 711) or through the 24/7 NurseLine.

