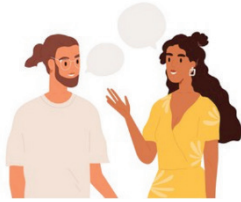


## ENGAGE MEMBERS IN HEALTHCARE DECISIONS



Members who are engaged in their healthcare are better able to make decisions about their care options. Healthcare consumers who are informed are more likely to mutually agree about care management plans. This not only improves health outcomes, but also advances learning and reduces adverse events.<sup>1</sup>

## INVOLVE MEMBER'S FAMILIES AND NATURAL SUPPORTS

Empower members to speak up when something doesn't seem right or a symptom is not adequately explained.<sup>1</sup>



## TAKE THE TIME TO COMMUNICATE COMPLEX HEALTH ISSUES IN A WAY THAT MEMBERS UNDERSTAND

While healthcare providers can have several competing priorities, when providers use health literacy-based communication, they can help members overcome barriers.<sup>1,2,3</sup> In a study related to Medicaid expansion in Iowa, staff who communicated one-on-one with patients, helped them complete their paperwork, and explained their benefits and responsibilities were able to facilitate participant enrollment into incentive programs, complete requirements, and help them avoid paying monthly healthcare premiums or becoming disenrolled from benefits.<sup>2,3</sup>



Other evidence-based techniques such as teach-back or asking patients to repeat back information or instructions to demonstrate understanding are beneficial. Additionally, using simple language, limiting the number of concepts presented at one time to 2 or 3, using models or pictures to explain information or instructions, and using a translator or interpreter when needed were aligned with more user-friendly care environments.<sup>2,4</sup>

Some health literacy experts recommend using open-ended phrases after explaining a concept such as asking "What questions do you have?" rather than a closed-ended phrase such as "Do you have any questions?"<sup>2</sup> Research indicates that using plain language, speaking slowly, speaking with a clear voice, and using written information with a verbal explanation or demonstration is also helpful, in addition to asking questions to confirm the patients understanding.<sup>2,5</sup>



## USE MOTIVATIONAL INTERVIEWING TECHNIQUES



Motivational Interviewing emphasizes collaborative relationships between the provider and consumer and is associated with positive engagement and outcomes in health related behaviors. Elements of motivational interviewing include partnerships, acceptance, compassion, and evocation. Partnerships involve active collaboration between the provider and individual especially if there is genuine and empathetic concern for the their perspective. Acceptance includes a provider's intention to understand an individual's point of view through recognizing their full potential, empathy, honoring their right to and capacity for self-direction, and acknowledging their values and strengths. Compassion actively prioritizes an individual's welfare and needs. Evocation explores motivations, values, strengths, and resources an individual already has.<sup>6</sup>

## RESOURCES

1. [World Health Organization: Patient Engagement Technical Series on Safer Primary Care](#)
2. [Centers for Disease Control and Prevention: Communication Strategies](#)
3. [National Institute of Health, National Library of Medicine: Health Literacy Environmental Scans of Community-Based Dental Clinics in Maryland](#)
4. [Use of Communication techniques by Maryland dentists](#)
5. [Health Literacy Research and Practice: Health Literacy, Primary Care Health Care Providers, and Communication](#)
6. [National Institute of Health, National Library of Medicine: Enhancing Motivation for Change in Substance Use Disorder Treatment](#)