Doctor – Patient Communication

MI Skills

STARNet
South Texas Ambulatory Research Network

"Generating New Knowledge to Improve the Health of South Texas"
We heard What you said at the last meeting

- Need enough time to actually talk to patients
  - **Already so much on agenda**
  - Train MA or NP/PT Nav to provide PT education

- Dr. Rocha → “we should use technology to evaluate, track and educate PTs”.

- Poll practices
  - Which disease, measures, tools, practice needs?

- Make tools + instruments simple as possible/
  - automated to measure PT HL level and DX knowledge

- examine Dx on HL.
  - Group suggests Obesity –(diabetes includes too many co-morbidities.)

- L. Rosenberg → find grant funds from tech companies producing the PT tracking devices.
• Find & Develop tool
  • English/Spanish
  • Use PAR to Evaluate
  • Disease Specific → DM, HTN, Asthma
  • Have a plan, make uniform + Simple

• Provide PTs
  • Written Materials at 4th grade reading level
  • CD
  • Approved online materials/Interactive tutorials

• Provide PC Docs
  • Tool kit
  • Prompts
  • Reminders
  • Management Tools
Health Coaching: Teaching Patients to Fish

- Article From the Family Practice Management web site
  - www.AAFP.ORG/FPM

- Author: Amireh Ghorob, MPH

  “Give a man a fish, and he eats for a day. Teach a man to fish, and he eats for a lifetime.”
5 points to Health Coaching

- **1. Ensuring Understanding**
  - To make sure PTs understand care plan →
  - “Close the Loop”… i.e. “**Teach Back**”

- **2. Knowing your Numbers**
  - Teach PTs their ABC’s
    - A = A1c
    - B = BP
    - C = Cholesterol LDL

- **3. Shared decision making**
  - Use the concept of **Ask-Tell-Ask**
  - Coaches ask PTs what is…
    - important
    - what they want to learn
    - choices PT want to make,
    - agreement w/ clinician’s instructions
    - What behavior changes PT motivated to make.

- **4. Behavior Change**
  - Set realistic goals for PT
  - Create an action plan in partnership w/ PT

- **5. Medication Adherence**
  - The more actively the PTs is involved, the higher the level of adherence
Proposal: TAFP $5000.00

- Simple Pilot study → Doctor Patient Communication
- 3 surveys
  - Office Manager Survey
    - Practice Descriptive Info
    - Methods used to communicate w/ PT
    - Resources used to Communicate
    - Practice Needs
  - Patient Survey
    - Preferred Method of Communicate
    - Satisfaction w/ Visit or treatment
    - Health Literacy measure
    - Dx Knowledge Level
  - Doctor Survey
    - Practices & techniques
- Use Data query to correlate Health Outcomes of Dx w/ HL
Thoughts?

- How do you think this could improve treatment for PTs.
- Is this Feasible in your practice?
- What do you not like about it?
- What do you like about it?