

## Patient Engagement Training

**Background:** Providers and practices are faced with multiple challenges as they seek to provide quality care. Further, payments are increasingly dependent on patient satisfaction and engagement. Improving quality of care and the related metrics, as well as maximizing reimbursement requires realizing a culture of patient-centered care.

**Program Description:** The Patient Engagement Training (PET) program has four components that help health care providers and their organizations realize the goal of patient-centered care by changing communication across health care teams to better interact with patients, and assisting patients in making healthy choices and increasing engagement in their own care. It uses evidence-based principles and skills of Motivational Interviewing to achieve behavior change by providers and patients. In order to develop and maintain skills, initial training must be combined with support and maintenance activities.

**Work-to-Date:** We have trained over 500 health care providers. We train up to 40 participants at one time. Data indicated 1) learners were highly satisfied with the training and found it relevant to their practice and 2) from pre to post-training, providers improve significantly in their knowledge and attitudes of patient engagement principles and in their ability to utilize communication and motivational skills in patient interaction. For details see attached data. Evaluation of patient outcomes is ongoing. Based on the work-to-date PET has been refined into four components:

### Program Components:

1. Planning phase: PET faculty consult with practice leadership to identify clarify goals for the training and discuss options for achieving the goals.
2. Initial Training Phase:
  - a. 90-minute presentation for all members of the organization to learn about the values, principles and skills of patient engagement and understand PET as a quality improvement effort
  - b. 7.5 hours of training (can split into two 4-hour sessions) for clinical staff (administrative staff optional)
  - c. One hour of additional training for PET Champions to assist in planning maintenance activities
3. Maintenance Phase: Trainers provide support for ongoing development and utilization of patient engagement skills directly through electronic educational activities and by supporting the effort of PET team champions.
  - a. Use broadcast email to distribute "Patient Engagement Tip of the Month" with a link to a short video to maintain focus on principles and skill building
  - b. PET team champions designed Skill Development Plans that included monthly and/or quarterly live activities aimed at enhancing PET skill development across the team members, with regular coaching of PET champions via quarterly conference calls
4. Evaluation/Outcomes:
  - a. Standardized pre/post testing for learners – self-efficacy, knowledge and attitudes, behavioral skills.
  - b. Satisfaction with training.
  - c. Evaluation of patient outcomes in collaboration with practice leadership