



Patient Self-management Support Talking Points

These talking points may help when you talk to others in your practice about patient self-management support:

- We've all experienced the frustration of giving good medical advice to patients, knowing they probably won't follow it. We often wonder why they don't take their medicines, don't exercise, or don't eat better to lose weight. That frustration we all feel is one of the hardest, most discouraging parts of practicing medicine.
 - Indeed, research has shown that half of patients leave office visits without understanding what their primary care physician told them. On average, about half of patients don't take prescribed medicines properly — and less than 10 percent make the lifestyle changes their physicians recommend.
 - However, there's a concept we could try that might motivate our patients to do the things we want them to do. It's called patient self-management support, and research has shown that it can improve clinical outcomes. It's especially useful with patients who have chronic conditions, though it can be used with all patients, and it improves medication adherence.
 - Patient self-management support is a system of care in which the care team works collaboratively with patients, instead of dispensing advice, writing prescriptions, and hoping that patients will "comply." Patient self-management support shifts the care paradigm from reactive symptom management to collaborative health management.
 - In the new paradigm, care team members help the patient develop the knowledge, skills, confidence, and motivation to make good daily choices that lead to improved clinical outcomes. The patient participates in developing the treatment plan, which includes self-management goals the patient has suggested and is likely to achieve. The team helps the patient develop a written action plan for accomplishing the goals and follows up by phone to check progress and answer questions.
 - Success with achieving realistic goals builds the patient's self-confidence, leading to more success, better daily decisions, and better outcomes.
 - Patient success also energizes the care team and improves morale and job satisfaction.
 - Patient self-management support is a requirement for recognition as a patient-centered medical home, and some insurers require it. Instituting patient self-management support will help us remain competitive in today's marketplace.
- Use this version of the final bullet point when talking to a care team member about the pilot.*
- We should take steps to integrate patient self-management support into our practice. In the near future, I plan to begin a pilot project with you and the other members of my care team. We can start slowly, learning about one patient self-management support technique or tool at a time, trying it with a few patients, evaluating the results, and eventually figuring out how best to integrate patient self-management support into patient care. What we learn in the pilot can help us institute patient self-management support throughout the practice, in a way that fits our team.
- Use this version of the final bullet point when talking in the all-staff meeting.*
- We should take steps to integrate patient self-management support in our practice. In the near future, I plan to begin a pilot project with my care team. We will learn about the techniques and tools of patient self-management support, try using each one with a small group of patients, assess the result, modify our approach as needed, and then expand. What we learn in the pilot can help us institute patient self-management support throughout the practice.