

It Takes Two to Tango: But why won't the patient dance?

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Patient Health Conditions & Risk Factors → **Evidence-Based Treatment Recommendations**



Health Practitioner Facilitates Health Behaviour Change



↑ Patient Readiness, Willingness & Ability to Follow Recommendations



Change Thinking & Planning



Change Behaviour



Adhere to Treatment Recommendations



Achieve Evidence-Based Treatment Targets



Patient Better Health Outcomes



Common Patient Predictors of Non-adherence

“Yes, Yes, tell me what to do”

“Don’t tell *me* what to do!”



Tips to Increase Resistance and Avoidance

1. 'Tell' people what to do
2. Argue the point
3. Use scare tactics without offering hope and help
4. Using judgmental language
5. Overwhelm people by expecting them to do too much
6. Overwhelm them with too much information





Messy Head Syndrome:
Behavioural, Emotional,
Situational and Thinking
(BEST) Barriers to Taking
Action



Avoidance Response:
Cognitive, Behavioural, Emotional



Beware the Motivation Trap

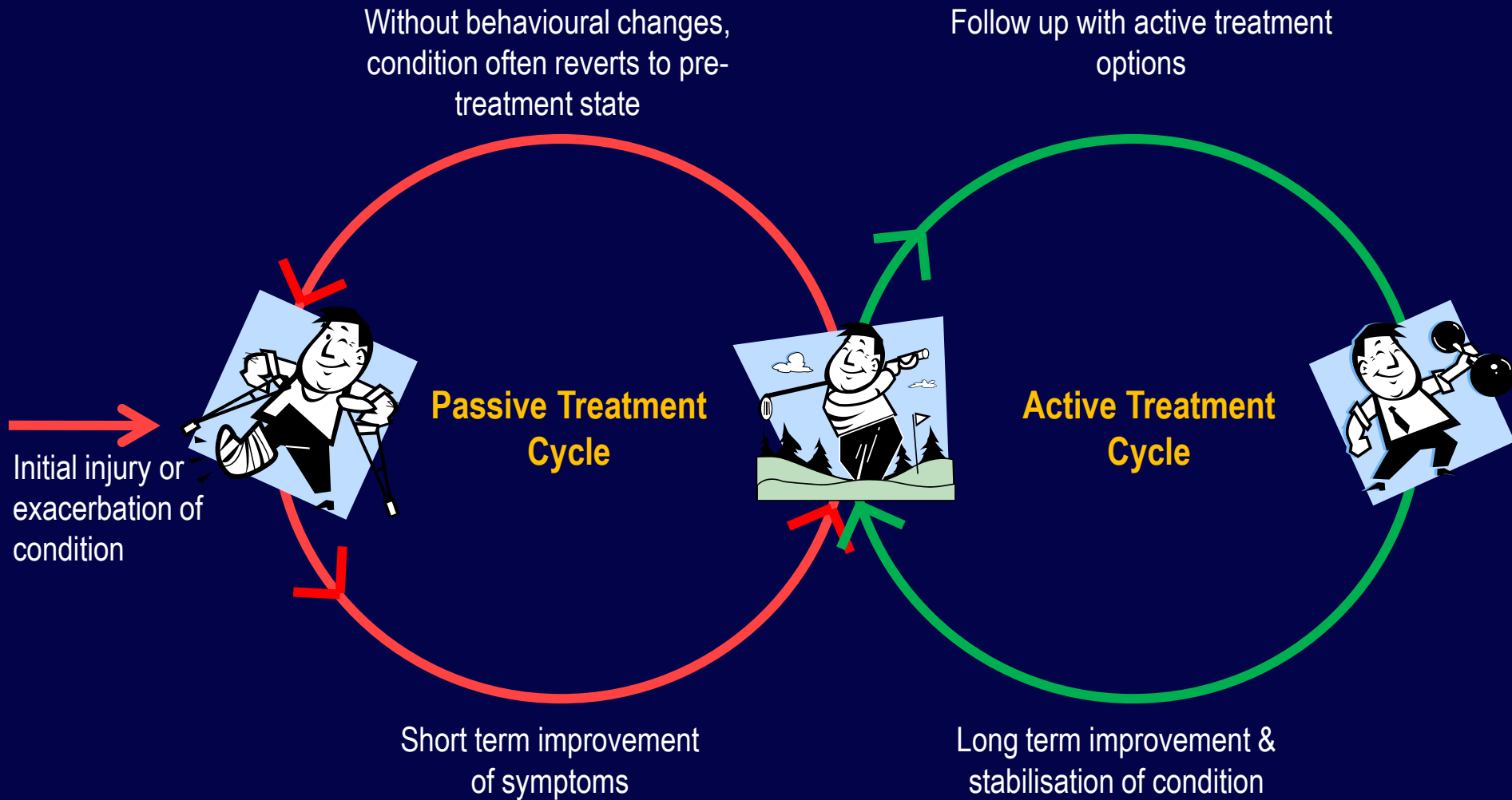
Motivation
to get the
outcome



Motivation
to engage
in required
behaviours



What is Required for Success?



What needs to occur for people to take action?

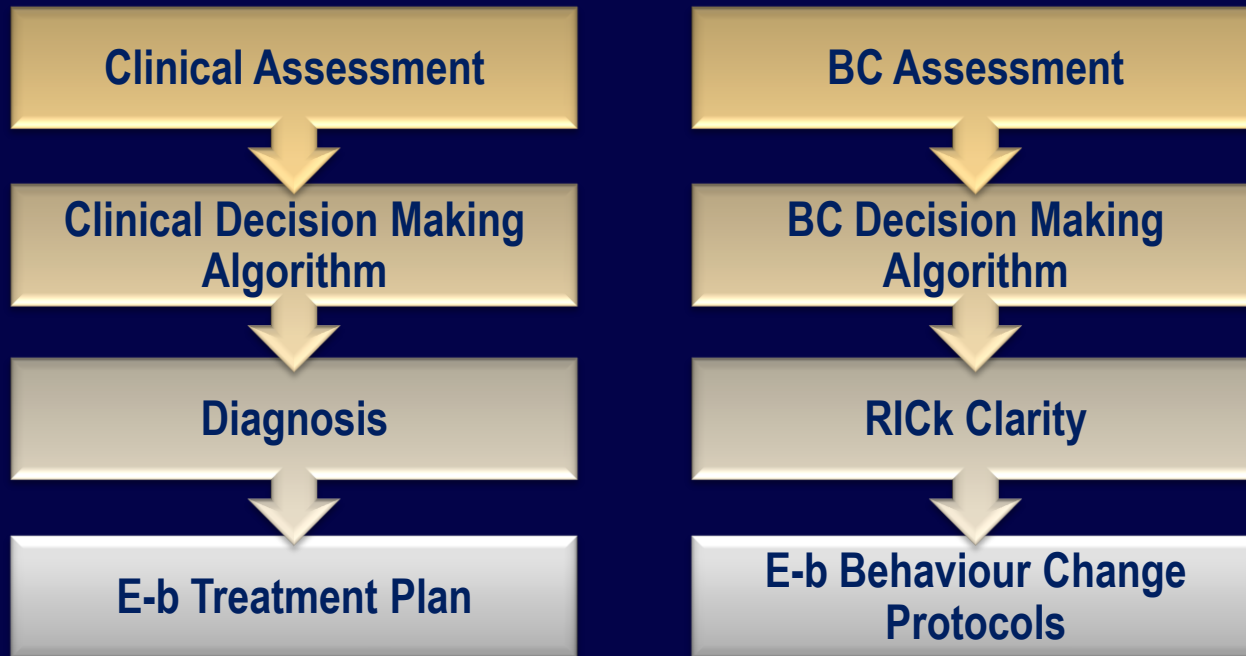


What can I do about this in a clinical consult?

1. Provide information in a way that provides choice and reduces resistance and avoidance
2. Informally assess motivation and confidence in taking the required actions
3. Ask questions that build motivation (incl. during passive treatment)
4. Ask questions that build confidence



Complementary Clinical Pathways: Clinical Physiotherapy / Behaviour Change



HCA Practice Principle - 1

The 3 Cs of Health Change

Client **C**entred

Client **C**hoice

Client **C**ontrol



Raising the Subject of Ineffective Options: Balancing Duty of Care with Patient Choice



“From my assessment, I would recommend the following options to manage/treat your condition.....because.....

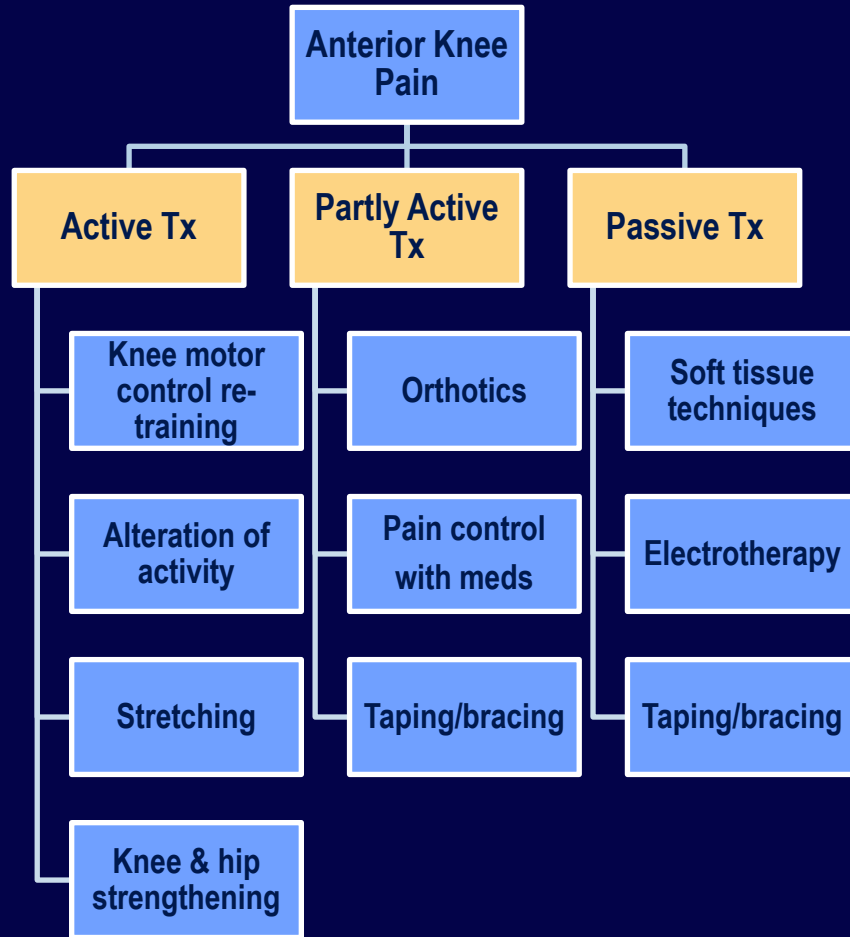
Are you already doing any of these things?

What are your thoughts about these options?

What do you think you would benefit most from?”



Raising the Subject of Active Treatment Options



“My assessment shows that you have anterior knee pain. There are a number of ways to treat this condition. Some treatments are passive, meaning I perform them on you, however other treatments are active, for example specific strengthening exercises.”

“Often it is a combination of both that will give you the best outcomes.”

“Your treatment options are And my recommendation would be, because..... But what do you think about that?”



HCA Practice Principle - 2

The RICK Principle

Listen and look for cues that indicate the client's readiness, importance, confidence and knowledge

When in doubt, ask the patient

- 1) **If importance is low:** build motivation, use decisional balance to increase priority
- 2) **If confidence is low:** give permission to do one thing at a time, one step at a time, adding up over time. Identify and address barriers



Asking About RICK

“Is this something that you are ready to take action on **this week?**”

“How much of a **priority** is it for you to take action to actively work on improving your condition, given everything else that it currently going on in your life?”

“How confident are you that you **will** do all of the things we talked about to actively improve your condition?”



Consultation Time

Less Time



More Time

Targeted Assessment
Targeted Education
Low Complexity
High RICK
Fewer Barriers

Global Assessment
Global Education
High Complexity
Low RICK
More Barriers



Patient Feedback

- MS – 15 years since diagnosis
- Frequent falls
- Sprained ankle & lower back pain with sciatica

Physio's 'Holistic approach':

- Providing choice wherever possible
- Tailoring strategies to fit the patient's lifestyle on return to work
- Asking for patient input before providing advice
- Mindfulness = consciously focusing on daily movement



Thank You!

Questions or comments?

Download case studies, session records,
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Our tools can be used freely in clinical practice
and programs as long as HCA intellectual
property is visibly acknowledged



Summary

- There are **legitimate reasons** why people don't adhere to treatment and lifestyle recommendations
- **Patient-centred health change techniques** can increase adherence rates and improve patient self-management
- The **HCA Model of Health Change** can guide practitioners in applying patient-centred care in a time efficient manner, to address barriers to change and thus achieve better patient health outcomes
- The model can be embedded in **clinical consultations** and **programs**. It bridges the gap between behaviour change theory and clinical practice



The HCA Model of Health Change

- The HCA Model is a *clinical practice model*
- It provides a *framework* of evidence-based principles and techniques that can be integrated into clinical practice to *guide health professionals* in how to *facilitate health behaviour change* in their patients or clients, for better health outcomes and quality of life
- The processes actively identify and address *barriers to change* and *build patient motivation, confidence* and *self-management skills* in decision making, problem solving and planning



HCA Practice Principles

Client Centred
Client Choice
Client Control

Call it as
you see it

Consider all 4
aspects of goal
setting

One thing at a time
One step at a time
Adding up over time

The RICK
Principle

First ask,
then offer

WAIT til 8

Invite the client
to write

Trial & Error



HCA 10 Step Framework

Set the Scene & Explain Your Role

① Identify Clinical Issues & Lifestyle & Treatment Categories

↓
② Prioritise & Choose a Category to Work On

↓
③ Ask RICK[®] ④ Make a Decision

Decision
Line

↓
⑤ Generate Some Options

↓
⑥ Choose & Refine an Option ⑦ Create an Action Plan

↓
⑧ Identify & Address Barriers ⑨ Ask RICK

↓
⑩ Consider Review & Referral

Ready to
Take Action
↓

Readiness →

Build Motivation

Build Confidence

RICK = readiness, importance, confidence, knowledge



Potential Benefits of the HCA Model to Patients (It's user friendly)

1. Provides professional assessment, advice and/or education as required and corrects misinformation without creating resistance (**targeted knowledge**)
2. Helps patients to decide to follow health recommendations for personally meaningful reasons (**motivation**), and
3. Develops patient problem solving skills to increase their likelihood of success after deciding to make changes (**confidence/self-efficacy**)
4. Helps patients to gain better **health outcomes** and **quality of life**

