

Improving Patient Engagement in Behavioral Healthcare

Why is patient engagement important in behavioral healthcare?

- ✓ Patient engagement in behavioral healthcare is important in improving health outcomes and the sustainment of the individual treatment plan.
- ✓ Patients desire to be engaged in decisions regarding their healthcare.
- ✓ Patients that are engaged as active decision-makers in their healthcare tend to be healthier, and experience improved outcomes.
- ✓ Healthcare is complex, and many patients struggle with understanding even basic health information and services.
- ✓ Many of your patients lack health literacy making it difficult to participate in their healthcare.
- ✓ They can feel overwhelmed with the information and are reluctant to participate in their care.

What can you do to help increase patient engagement?

One way to do this is to follow the RESPECT Model.



The RESPECT Model stands for:

R – Rapport
E – Empathy
S – Support
P – Partnership
E – Explanations
C – Cultural Competence
T – Trust

1 | Rapport

- Attempt to connect with your patient on a social level
- Try to see the situation from your patient's point of view
- Do not make judgements
- Identify and avoid making assumptions

2 | Empathy

- Remember your patient is there for help
- Seek your patient's rationale for their behavior or illness
- Verbalize acknowledge your patient's feelings

3 | Support

- Ask about your patient's barriers to care and compliance with their healthcare
- Help your patient overcome barriers
- Involving family members or significant others is appropriate
- Reassure your patient you are and will be available to help

4 | Partnership

- Let your patient know you will be working together to address problems

5 | Explanations

- Check with your patient often during the conversation to assess understanding
- Use verbal clarification techniques

6 | Cultural Competence

- Respect your patient and their cultural beliefs
- Understand that your patient's view may be defined by their ethnic or cultural stereotypes
- Be aware of your own biases and preconceptions
- Know your limitations in addressing behavioral health concerns across different cultures
- Recognize if your approach is not working with your patient

7 | Trust

- Self-disclosure may be an issue for some of your patients
- Take the necessary time and work to establish trust

Thank you for your partnership. Please contact your Provider Relations Representative if you have questions or need assistance.