

Improving Patient Engagement in Behavioral Healthcare

Why is patient engagement important in behavioral healthcare?

- ✓ Patient engagement can improve health outcomes and the sustainment of individual treatment plans.
- ✓ Patients *want* to be engaged in decisions regarding their healthcare.
- ✓ Patients who are engaged as active decision-makers in their care tend to be healthier overall.
- ✓ Patient engagement can lead to improved health literacy as patients come to better understand the information and services available to them.
- ✓ Patients who are engaged in learning about their care are less likely to be overwhelmed and more likely to participate in their care.

What can you do to help increase patient engagement?

One way is to follow the RESPECT Model.

1 Rapport

- Attempt to connect with your patient on a social level
- Try to see the situation from your patient's point of view
- Identify and avoid making assumptions or judgements

2 Empathy

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

3 Support

- Ask about your patient's barriers to care and/or compliance with their healthcare
- Use resources at your disposal to help your patient overcome barriers
- Involve family members when appropriate
- Reassure your patient that you are available to help

4 Partnership

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

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The RESPECT Model stands for:

R – Rapport

E – Empathy

S – Support

P – Partnership

E – Explanations

C – Cultural Competence

T – Trust

5 Explanations

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

6 Cultural Competence

- Respect your patient's cultural and/or religious beliefs
- Understand that your patient's view may be defined by their ethnic or cultural background
- 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

- Remember that self-disclosure may be an issue for some patients
- Take the necessary time and work to establish trust

Contact your Provider Network Management Representative with any questions or if you need assistance.

Source: Mutha, S., Allen, C., & Welch, M. (2002). *Toward culturally competent care: A toolbox for teaching communication strategies*. San Francisco, CA: Center for the Health Professions, University of California, San Francisco. <https://archive.org/details/towardculturally00muth/page/104/mode/2up>

