

### How does patient compliance impact healthcare?

- ☑ Affects outcomes, complication rates, and care costs
- ☑ Medication noncompliance alone costs \$100 billion annually
- ☑ Approximately 10% of all hospital admissions & 14.5% of ER visits are related to noncompliance
- ☑ 30-60% of patients do not follow tx plans exactly as ordered; %higher in sx-free pts
- ☑ Less than 1/2 of all patients comply with recommended lifestyle changes
- ☑ About 50% of patients take medications as prescribed
- ☑ More than 50% of pharmaceutical regimens are never started
- ☑ Compliance rates among pts on chronic therapy = 50% after 1 year & decrease thereafter
- ☑ 80% of insulin-dependent diabetics administer insulin incorrectly



### How can we impact the problem of patient non-compliance?

- ☑ Change your approach – Partner with your patient
- ☑ Partnering is more than getting your patient to agree with the plan of care
- ☑ Partnering requires a shift in clinical attitude related to your patient's participation in health & wellness and in identifying and handling factors addressing patient self management & compliance with treatment plans
- ☑ Old thinking – Clinicians told patients what to do and expected them to do it.
  - Patient priorities, schedules, expectations, and perceptions were not considered.
  - Lack of patient disagreement = Agreement to plan of care
  - Patient responsible for complying with plan of care
- ☑ New thinking - Entire burden of responsibility does not rest with the patient.
  - Shared responsibility between clinician and patient = cost savings for organization.
  - Fewer hospitalizations and complications when clinician engages patient in self-care practices

### How can you partner with your patient?

- ☑ Form an alliance with your patient and put him at the center of the plan of care
- ☑ Assume responsibility for working with the patient to develop and reach mutual goals
- ☑ Take the time to find out what's important to your patient and caregiver. You might discover concerns or beliefs related to their health condition that are barriers to maximizing outcomes
- ☑ Allow room for compromise related to scheduling of therapies, treatments, & med regimens
- ☑ Engage patient participation:
  - ⇒ Establish an open, friendly atmosphere
  - ⇒ Identify patient priorities related to health and wellness
  - ⇒ Determine patient perceptions regarding illness and risks
  - ⇒ Take time to listen attentively
  - ⇒ Provide the patient with a reason for keeping healthcare appointments
  - ⇒ Ensure the patient understands the benefits of compliance & risks of noncompliance
  - ⇒ Acknowledge how the patient's life has been impacted by chronic illness
  - ⇒ Identify & assess caregiver support
  - ⇒ Elicit the patient's cultural beliefs, perceptions regarding their illness/condition, and care priorities
  - ⇒ Involve the patient & caregiver in treatment schedule and med regimen decisions
  - ⇒ Consider the patient's age, lifestyle, and ability when developing the plan of care
  - ⇒ Determine what the patient & caregiver want to achieve

### What are the patient and caregiver roles?

- ☑ Commit to partnering with you to improve their health
- ☑ Take an active role in self-management
- ☑ Agree to collaborate with you in decision making
- ☑ Be responsible for making the changes in behavior agreed upon



### Improving Compliance Partnering Strategies

- ☑ Patient Self-Management
  - ⇒ Highly important to success – a self-assured patient actively involved in their healthcare
  - ⇒ Encourage self-management by:
    - recognizing patient/caregiver strengths and priorities
    - asking open-ended questions to understand the patient's perspective of their condition
    - finding out how the treatment plan will interfere with their daily activities/lifestyle
    - overcoming potential barriers by incorporating gained insight into plan of care
- ☑ Patient/Caregiver Education
  - ⇒ Provide clear messages/instruction appropriate to patient's level of comprehension
  - ⇒ Check to make sure the patient understood what you believe you communicated
  - ⇒ Ensure the patient understands how to properly and safely manage their health condition
    - Risks, benefits and medical instructions
  - ⇒ Take the time to explain what will happen if the patient does not follow prescribed treatment
- ☑ Assistance with Medication Management
  - ⇒ Recognize that the patient's priorities and rationales – not the clinicians, determine whether or not they take meds as prescribed
  - ⇒ Assess for myths, fears, preconceived notions, and misconceptions related to condition & meds
  - ⇒ Overcome identified barriers, simplify med regimen whenever possible
  - ⇒ Partner with pharmacist or MD to meet patient's needs
- ☑ Effective Communication and Follow-up
  - ⇒ Establish a good rapport with your patient
  - ⇒ Compromise to meet patient's needs within reason
  - ⇒ Be honest with your patient and encourage their honesty
  - ⇒ Be empathetic to their concerns
  - ⇒ Invite questions
  - ⇒ Recognize nonverbal cues
  - ⇒ Accept a degree of noncompliance
  - ⇒ Keep in touch regarding treatment regimen through phone calls, emails, or written notes
  - ⇒ Provide reminders regarding follow-up appointments with healthcare providers