

Improving Patient Engagement in Behavioral Healthcare

Why is patient engagement important in behavioral healthcare?

- ✓ Improves health outcomes and the sustainment of the individual treatment plan
- ✓ Fosters patients' desire to be involved in decisions regarding their healthcare
- ✓ Encourages patients to be active decision-makers in their treatment planning
- ✓ Promotes health literacy, allowing for increased understanding of health information and services
- ✓ Provides an open line of communication for questions about their treatment and overall wellbeing

What can you do to help increase patient engagement?

The RESPECT model is widely used by clinicians to develop rapport with patients. The model encourages you to examine your own cultural biases and take them into account when treating patients from all walks of life. This will help with enhancing communication and ultimately improving treatment outcomes.

1 | Rapport

- Connect with your patient through open communication and dialogue to assist them in asking questions and bringing up tough or uncomfortable topics
- Try to see the situation from your patient's point of view
- Do not make judgements
- Avoid making assumptions

2 | Empathy

- Remember 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 compliance with their healthcare
- Help your patient overcome barriers

4 | Partnership

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



The RESPECT Model stands for:

R — Rapport

E — Empathy

S — Support

P — Partnership

E — Explanations

C — Cultural Competence

T — Trust

- Involve family members or significant others as appropriate
- Reassure your patient you are there to help

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.

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/2upPage_104.