

DREAM NATIONAL

SESSION 3: PATIENT EMPOWERMENT, MOTIVATIONAL INTERVIEWING, AND SOCIAL NEEDS

Session Outline

- Empowering Patients to Manage their own Health
- Addressing Social Needs
- Motivational Interviewing and Goal Setting

PATIENT EMPOWERMENT

CHWs Empower Patients to Find Solutions that Take Life Circumstances into Account

CHWs serve as a complement to physicians. CHWs can help doctors interpret problems and develop action-oriented solutions that take a patient's life circumstances into account.

“Doesn’t Listen”

Existing health information is not relevant

CHWs can provide culturally tailored health education and coaching

“No-shows”

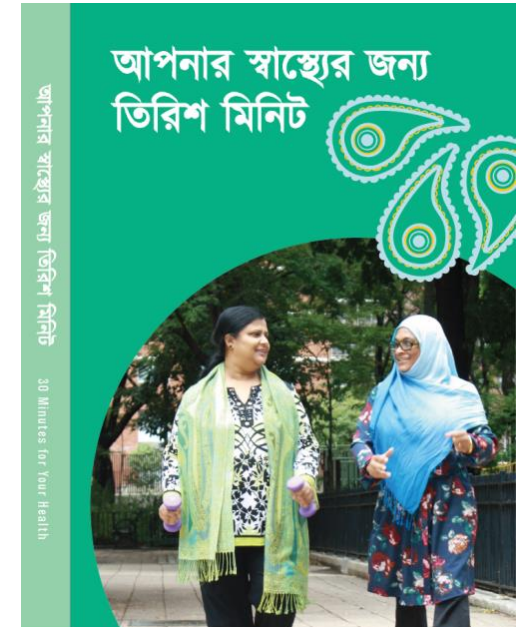
Family or social barriers may inhibit appointment-keeping

CHWs can link patient with resources or enhance self-efficacy

“Won’t exercise”

Patient may experience cultural barriers to physical activity

CHWs can link patients with culturally appropriate resources and enhance self-efficacy



Key Messages for Fostering Patient Empowerment

- Your role in your family is valuable
- Taking care of your own health as just as important as taking care of your family.
 - In fact, you will be more effective in helping others if you are feeling well physically and mentally.
- Identify your strengths and what is great about who you are.
- Expressing gratitude or giving thanks can improve your relationship with your family and friends. Make sure to also share with them ways in which you would like to receive appreciation.

Case Example: Participant Transportation

A participant does not know how to get to the doctor's office by herself.

As a CHW, you can help build confidence by:

- Providing step by step directions on how to get to the doctor's office from their home.
- Creating a buddy system: connecting patients so they can get to the appointment together. This is a helpful tip to prevent the participants from feeling alone.
- Teach participants how to inform and educate their family members to get involved in helping the participant change their lifestyle
- Asking a family member to assist them get to the appointment
- Taking the participant to the appointment yourself so they can have experience with public transportation.



Case Example: Patient Exercise

A participant does not feel comfortable exercising outside

As a CHW, you can help build confidence by:

- Demonstrating simple exercises the participant can do at home such as chair exercises
- Providing links to culturally-tailored exercise videos that the participant can do at home
- Encouraging the participant to walk outside with a family member or trusted friend
- Identifying local senior centers or gyms with safe and appropriate classes (such as same-gender exercise classes)

Other Helpful Tips

- Follow-up with the participants to make sure that they received the services you referred them to.
- Participants may experience high levels of stress from things like worrying about finding a lawyer for immigration services or needing advice for getting their children into good schools.
 - Teach them different strategies (e.g. breathing exercises, affirmations, mindfulness) to cope with the stress.



ADDRESSING SOCIAL NEEDS

Talking about Social Determinants of health

- Nonmedical factors that influence health outcomes,
- Conditions in which people are born, grow, work live and age, and
- The wider set of forces and systems shaping the conditions of daily life (CDC)

Social Determinants of Health



Addressing Social Needs

- Prior to the start of a health program/intervention, it can be helpful to conduct a community mapping project where resources in participants' neighborhoods are identified
- It can be helpful to identify resources according to the following categories:
 - Grocery stores that community members go to
 - Local food banks
 - Doctors' offices
 - Houses of worship
 - Local parks or other places to exercise
 - Senior centers
 - SNAP/ EBT/ HRA offices

Addressing Social Needs

- It is important to prioritize and address program participants' social needs as soon as possible
 - Program participants will not be able to work on their health goals if they are struggling with financial issues, food insecurity, housing insecurity, or other stressors
 - Meeting these needs will allow participants to have the capacity to fully participate in the health program
 - CHWs can use own lived experience and knowledge of community resources when assisting participants with social needs
 - It can be helpful to discuss difficult situations with other CHWs on your team and share strategies and resources

What are some things to keep in mind when looking for a service organization?

- Service offerings
- Distance from participant
- Language capacity

MOTIVATIONAL INTERVIEWING AND GOAL SETTING

What is Motivational Interviewing and Goal Setting?

Motivational Interviewing: A patient-centered communication technique that aims to understand an individual's motivation to change.

- Originally developed as an approach to address substance abuse but has since been applied to a wide range of behavior changes, including health-related behaviors.
- Motivational Interviewing is based on the idea that people are more likely to change their behavior **when they feel internally motivated and ready to do so**

Goal Setting: Defining specific objectives that individuals aim to achieve.

- When working with individuals to improve their health behaviors, goal setting can help individuals make a plan and track progress toward the outcome they want.

Motivational Interviewing and Goal Setting

Ask the participant: What is your long-term goal for your health?

For example, is the participant motivated to:

- lower their blood glucose (A1c) to prevent diabetes or diabetes complications
- lose weight (for example, a 5% weight loss can reduce chances for developing diabetes and other health issues)
- lower their blood pressure to a target identified by their doctor
- Something else? Ex: set goals based on any other needs the participants may have.

Action Plan

- An initial meeting with the participant to discuss their overall health goals for the program
- This goal should be a SMART goal:
 - **Specific:** well-defined, clear, and not ambiguous
 - **Measurable:** include specific daily or weekly targets
 - **Achievable:** are realistic for the participant to achieve
 - **Relevant:** are related to the participants' overall goal of lowering A1C or blood pressure
 - **Timebound:** can be achieved within the timespan of the health program/intervention

Provide Examples of Short-Term Goals

- What are some examples of goals that your program participants have focused on?
 - Increasing physical activity through daily walks, exercise, and fitness sessions.
 - Incorporating a healthy diet with help from CHWs
 - Practicing stress relief techniques
 - Cooking healthy meals at home more often
 - Getting adequate sleep
 - What else?

Short-Term Action Plan: Example

Ask the participant: What would you like to focus on over the next 2 weeks to improve your health?

- Eat a healthy diet
- Be physically active
- Quit or reduce smoking, tobacco, or alcohol
- Manage stress

Creating a Short-Term Action Plan

Motivational interviewing is patient-led, but you can offer a Behavioral Menu. For example:

□ Eat a healthy diet

- *Eat more vegetables [at least ½ of your plate]*
- *Eat less sugar and fried foods*
- *Eat less white rice and roti [keep to ¼ of your plate]*

□ Be physically active *[Assess what the participant's current activity is, and gradually increase Frequency/Duration over time.*

- *Gradually build up your physical activity [Goal by end of 6 months: 150 minutes per week]*

□ Quit or reduce smoking, tobacco, or alcohol: *Quit or reduce to: _____ per [choose:] day / week*

- *Refer the participant to a quit line or resources available in the community*

□ Manage stress

- *Ask a family member/friend to help you become healthier (eg. to accompany you on walks, or to the grocery store to buy healthy foods for meals, cook healthy meals together, etc.)*
- *Do deep breathing exercises throughout the day when you feel stressed*

Challenges Participants Face in Reaching Their Goals

- What are some situations that have prevented your program participants from meeting their health goal?

Challenges Participants Face in Reaching Their Goals

- Time constraints due to work obligations
- Lack of motivation
- Lack of support
- Lack of knowledge
- Health conditions
- Financial constraints
- Cultural barriers
- Unrealistic goals

Case Example

- A participant decides that they want to develop a health goal of being physically active, but they have not previously engaged in exercise before.
- What are some challenges they may face?

Case Example

- Overall goal: Be physically active
- Common challenges:
 - lack of time for physical activity
 - have not previously done physical activity
- SMART goal:
 - Specific: Go on three short walks per week
 - Measurable: Walk for 20 minutes each time
 - Actionable: Ensure participant has space to walk, either in their apartment or at a local park or gym
 - Realistic: Ensure participant has time for this with their work schedule and other obligations
 - Timebound: Ensure the participant can implement this goal before your next check-in call

Overcoming Barriers

- Common challenges:
 - lack of time for physical activity
 - Discussing participants' schedule in detail, setting aside short periods of time for exercise
 - Talking to family about goals so they can accommodate childcare needs, household chores, etc.
 - Have not previously done physical activity
 - CHW can demonstrate different exercises the participant can incorporate at health education classes
 - Share resources to culturally appropriate exercise videos

Case Example

- A participant decides they want their overall health goal to be focused on eating healthier. This participant lives at home with their family and their spouse does most of the cooking.
- What challenges might they face?

Case example

- Overall goal: Eat a healthy diet
- Common barriers:
 - Lack of access to healthy food
 - Lack of time to prepare meals
 - Lack of understanding regarding what foods are considered healthy

Overcoming Barriers

- Lack of access to healthy foods
 - Share resources of local food pantries, local grocery stores
 - Can provide information about Health Bucks which can be used at local farmers markets

Lack of time to prepare meals

- Can discuss goals with family members and have them take on other responsibilities to give participants time for meal prep
 - Can involve the entire family in eating healthier

Lack of understanding regarding what foods are healthy

- Can provide plate planners and share resources about which foods to choose
- CHW can discuss food preparation with the participant

How to Help Participants Overcome Challenges to Reach their Goals

- **Time Constraints:** Teach participants to prioritize health activities by scheduling them into their daily routine, breaking goals into smaller achievable steps, and using time management techniques to find pockets of time for exercise, meal planning, and self-care.
- **Lack of Motivation and Support:** Help participants set up meaningful goals aligned with their values, seek out a support network of friends or online communities, and remind them of the benefits that come from achieving their health goals.

How to Help Participants Overcome Challenges to Reach their Goals

- **Financial Constraints:** Encourage participants to focus on affordable healthy options, utilize local resources like public parks for exercise, and explore free or low-cost educational materials to gain health knowledge.
- **Health Conditions:** Encourage participants to consult with healthcare professionals to create a personalized plan that accommodates their health condition, focus on manageable modifications rather than drastic changes
- **Cultural Barriers:** Educate yourself and your participants about culturally sensitive health practices. Find ways help participants adapt healthier behaviors to align with cultural norms. Engage in open conversations with community members or experts to create a balanced approach that respects everyone's cultural views.

Help Patients Set Realistic Expectations

- It is important to help participants identify unrealistic expectations/goals:
 - Extreme weight loss in a short amount of time
 - Restrictive dieting with no cheat days
 - Excessive exercise
 - Overnight transformations

Summary

- Are there barriers not mentioned in today's session that you'd like to discuss as a group?
- Any feedback or additional thoughts on any of the content from today's session?