



# Partner with patients

## Best practices

### Instructions

1. Compare results of the “Partner with patients: Pre-assessment” to the best practices below.
2. Determine where opportunities for improvement exist.
3. Create a plan to implement applicable recommendations.

### Collaborative communication

Action	Recommendation	Rationale
<p><b>Use collaborative communication strategies with patients to increase engagement and promote adherence to the care plan</b></p>	<ul style="list-style-type: none"> <li>• Engage patients using open-ended questions</li> <li>• Use teach-back after providing patient education to confirm understanding</li> <li>• Elicit patient views on options and priorities for the care plan (as part of shared decision-making)</li> <li>• Explore reasons for non-adherence to the care plan</li> <li>• Address health literacy needs</li> <li>• Remain non-judgmental</li> <li>• Train all staff members on collaborative communication strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Open-ended questions can help elicit more information from the patient—they invite the patient to provide more information beyond a simple “yes” or “no”</li> <li>• Teach-back allows you to assess whether patients can accurately recite the information or instructions you provided them, demonstrating their understanding (provide clarifications or answer any questions they may have, if needed)</li> <li>• Eliciting patient views on their care plan can help them become more engaged in their care and increase their confidence, so they will be more likely to adhere to the plan</li> <li>• If you suspect a patient is non-adherent to treatment, using collaborative communication skills may help expose why this is occurring</li> <li>• When non-adherence is identified, remain non-judgmental to encourage open communication between you and the patient</li> <li>• Identify patients’ literacy needs, so health information can be given in a manner that best suits them               <ul style="list-style-type: none"> <li>– Refrain from using medical jargon, so patients can easily understand the information provided</li> </ul> </li> </ul>

## Medication adherence

Action	Recommendation	Rationale
<p><b>Use strategies in your health care setting that can help promote medication adherence</b></p>	<ul style="list-style-type: none"> <li>• Educate on use, importance and effectiveness of medication</li> <li>• Prescribe once-daily medications when possible</li> <li>• Prescribe generic medications when possible</li> <li>• Use single-pill combination therapy when possible</li> <li>• Provide 90-day prescriptions when possible</li> <li>• Recommend that the patient coordinate prescription refills for the same date</li> <li>• Identify and address financial barriers</li> <li>• Address issues of medication complexity</li> <li>• Provide patient guidance for what to do if medication side effects occur</li> <li>• Work with the pharmacy to determine if blister packs are appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Providing patients with important information about their disease and medications can help them become engaged in their care, which may increase adherence to their treatment plan</li> <li>• Identifying financial barriers and addressing them by using generic medications and discount coupons can help patients obtain the medications they need</li> <li>• Minimizing the number of pills and doses a day a patient takes can increase adherence to treatment</li> <li>• Minimizing the number of trips to the pharmacy decreases the risk of forgetting or being unable to pick up their medications</li> </ul>

## Diet and lifestyle

Action	Recommendation	Rationale
<p><b>Promote healthy habits and lifestyle interventions patients can use to prevent or manage high blood pressure</b></p>	<ul style="list-style-type: none"> <li>• Avoid tobacco products</li> <li>• If a patient drinks alcohol, ask them to do so in moderation</li> <li>• Promote healthy lifestyle interventions: <ul style="list-style-type: none"> <li>– DASH eating plan</li> <li>– Weight loss if overweight</li> <li>– Decrease sodium intake</li> <li>– Consume recommended amount of dietary potassium</li> <li>– Incorporate regular physical activity into daily routines when possible</li> </ul> </li> <li>• Provide educational resources/referrals to programs that promote healthy lifestyles</li> </ul>	<ul style="list-style-type: none"> <li>• Use of excessive alcohol intake can cause blood pressure to be high</li> <li>• Healthy lifestyle interventions can effectively lower blood pressure</li> <li>• Patients spend most of their time outside of the health system, so providing them with education and/or connecting them with community resources that promote healthy lifestyles can increase their ability to incorporate these interventions into their everyday lives</li> </ul>