



Patient Engagement Skills for Health Professionals A HealthChange® Methodology Workshop

Practical skills and techniques for patient engagement and improved outcomes

HealthChange® Methodology (HCM) is a proven, evidence-informed methodology used to embed person-centred practice and behaviour change into health services in a measurable way.

Benefits for health professionals

This workshop will provide an opportunity to discuss and gain clarity around how to respond to common challenging patient situations and conversations. Benefits include fewer no shows and “frequent flyer” consultations, less conversations going around in circles leading to better time efficiency, more successful patient engagement and more effective health literacy. Past participants report improved client outcomes and better work satisfaction when using these skills.

Benefits for health services

Benefits for health services include better health and quality of life outcomes and greater satisfaction for patients, improved job satisfaction for clinicians, more effective use of clinical time and resources and a shared language for teams to discuss patient engagement, goals, barriers and actions. HealthChange® Methodology saves time and reduces redundancies and wastage in health services.

Learning content

HealthChange® Methodology supports evidence-based practice. The skills taught in this workshop help health service providers to balance their duty of care as a health professional with patients’ rights to make fully informed decisions about their health. These skills are useful in face to face consultations, telehealth and patient education groups.

The skills are useful in any interaction with a patient where they (or their family) are required to take any type of action at all (such as giving accurate information during assessment, making an appointment, taking medications effectively, refraining from weight-bearing on a damaged limb, using bedpans, restricting fluids, stopping smoking, eating healthily, doing activities to improve mental health, preventing falls etc.).

Workshop delivery

The HealthChange® Methodology Patient Engagement Skills for Health Professionals workshop provides 6 hours of learning content. The format and content of the workshop recognises the high level of skills and knowledge and the breadth of experience that the participants bring to it. Each workshop is tailored to the needs of the participants’ professions and roles. The workshop content is delivered via a mix of PowerPoint presentation, video vignettes, group and small group discussion and practical skills-based exercises. Handouts and practice guides are provided at the workshop to review and embed the practical tips provided. Additional resources and videos overviewing the methodology can be freely viewed pre and post training in the Resource Library at www.healthchange.com.

**For more information please contact
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