



## **PATIENT “TOOLS OF ENGAGEMENT” BEST PRACTICE 5**

### **BEST PRACTICE 5**

***Educate/coach patients on the principles, techniques, and value of partnering with their interdisciplinary health care team, empowering them to become an integral part of that team.***

### **HOW DO YOU ACHIEVE THIS BEST PRACTICE?**

1. Coach patients on how to work with a health care team to be part of developing a plan of care for their family member.
2. Teach communication skills to patients, professionals and other staff so they can become effective partners. Such skills include being able to negotiate, share decisions, solve problems together, establish goals, and clarify roles and responsibilities. Patients and providers should also be able to re-evaluate the plans, identifying strengths and weaknesses and evaluating progress. (Refer to New Health Partnerships: Partnering in Self-Management: A Toolkit for Clinicians under tools/resources.)
3. Teach patients the defining attributes of partnership, including: “a genuine and trusting relationship; honest and open communication and listening; praise and encouragement; reciprocity; empathy; sharing and respect for the other’s expertise; working together with negotiation of goals, plans and boundaries; participation and involvement; support and advocacy; information giving, and enabling choice and equity” (Bidmead & Crowley, 2005, p. 206).
4. Treat patients as “self-experts” and respect their (and their families’) participation in care. The patients self expertise complements the health care providers’ expertise about the chronic condition and treatments (Wiggins, 2006). This type of communication is founded on empathy.

## PATIENT ENGAGEMENT BEST PRACTICE 5: TOOLS AND RESOURCES

### Web-Based Tools and Resources

<p><b>Connecting With Your Physician (Podcast)</b>          Communicating effectively with your physician can improve your relationship and ultimately your care. Dr. Michael Lazarus, then Medical Director for Fresenius Medical Care, discusses how patients can connect with their physicians and what physicians need from patients to make the most of their office visit.</p>	<p>Renal Support Network  <a href="#">Listen to the Podcast</a></p>
<p><b>DPC Patient Ambassador Program</b>          A peer-to-peer program for dialysis patients who work with their dialysis care providers to educate and support other dialysis patients. The program also empowers patients to become their own advocates.</p>	<p>Dialysis Patient Citizens  <a href="http://www.dialysispatients.org/patient-ambassadors">www.dialysispatients.org/patient-ambassadors</a></p>
<p><b>DPC Classrooms</b></p> <ul style="list-style-type: none"> <li>• Nutrition</li> <li>• Home Hemodialysis</li> <li>• The Heart of the Matter</li> </ul>	<p>Dialysis Patient Citizens  <a href="http://www.dpcclassroom.org">www.dpcclassroom.org</a></p>

### Printed Tools and Resources

<p><b>Chronic Kidney Disease and Dialysis Information</b></p>	<p>Dialysis Patient Citizens  <a href="http://www.dialysispatients.org/education">www.dialysispatients.org/education</a></p>
<p><b>DPC Partners in Care</b>          A program to help dialysis professionals (nurses, nephrologists, social workers, dieticians, PCTs) improve and increase communication with caregivers and patients, understand patients' perspectives on issues important to their care, and encourage patients to take a more active role in their care.</p>	<p>Dialysis Patient Citizens          Go to <a href="http://www.dialysispatients.org/partners-in-care">www.dialysispatients.org/partners-in-care</a> for online application.</p>
<p><b>Partnering in Self-Management: A Toolkit for Clinicians</b></p>	<p>New Health Partnerships  <a href="http://www.newhealthpartnerships.org">www.newhealthpartnerships.org</a></p>
<p><b>Planning for Emergencies, A Guide for People with Chronic Kidney Disease</b></p>	<p>National Kidney Foundation          Call 800-622-9010</p>
<p><b>Preparing a Health Care Workforce for the 21<sup>st</sup> Century: the Challenge of Chronic Conditions</b></p>	<p>World Health Organization  <a href="http://www.who.int/chp/knowledge/publications/workforce_report/en/">http://www.who.int/chp/knowledge/publications/workforce_report/en/</a></p>
<p><b>Your Dialysis Care Team</b></p>	<p>National Kidney Foundation  <a href="http://www.kidney.org/atoz/content/dialcareteam.cfm">http://www.kidney.org/atoz/content/dialcareteam.cfm</a></p>

Telephonic, Audio, & Live Resources	
<p><b>DPC Quarterly Membership Calls</b>            Membership is free and open to all pre-dialysis and dialysis patients and their families. Calls focus on providing patients with the education and tools necessary to actively participate with their health care teams.</p>	<p>Dialysis Patient Citizens  <a href="http://www.dialysispatients.org/membership">www.dialysispatients.org/membership</a></p>
<p><b>Emergency/Disaster Preparedness</b></p>	<p>National Kidney Foundation            Toll Free Help Line 888-33K-IDNEY            Or printed material at <a href="http://www.kidney.org/help">www.kidney.org/help</a></p>
<p><b>Hopeline</b></p>	<p>Renal Support Network  <a href="http://www.rsnHOPE.org">www.rsnHOPE.org</a>            Call 800-579-1970 (10:00 am-8:00 pm Pacific)</p>
<p><b>Patient Lifestyle Meetings</b></p>	<p>Renal Support Network  <a href="http://www.rsnhope.org/connect/calendar.php">http://www.rsnhope.org/connect/calendar.php</a></p>
<p><b>People Like Us: Coffee House Conversations (Live, telephonic and/or pre-recorded web-based)</b></p>	<p>National Kidney Foundation  <a href="http://www.kidney.org/coffeehouse/">www.kidney.org/coffeehouse/</a></p>
Supporting Literature on Partnering	
<p>Bidmead C, Cowley, S. <b>A concept analysis of partnership with clients.</b> <i>The Journal of the Community Practitioner</i>. 2005 78(6):203-208. <a href="http://www.ncbi.nlm.nih.gov/pubmed/15984559">http://www.ncbi.nlm.nih.gov/pubmed/15984559</a></p>	
<p>Wiggins, MS. <b>The partnership care delivery model.</b> <i>Journal of Nursing Administration</i>. 2006 36(7/8):341-345. <a href="http://journals.lww.com/ionajournal/Abstract/2006/07000/The_Partnership_Care_Delivery_Model.2.aspx">http://journals.lww.com/ionajournal/Abstract/2006/07000/The_Partnership_Care_Delivery_Model.2.aspx</a></p>	
<p>Wiggins, MS. <b>The partnership care delivery model: an examination of the core concept and the need for a new model of care.</b> <i>Journal of Nursing Management</i>. 2008 16:629-638. <a href="http://www3.interscience.wiley.com/journal/120087738/abstract">http://www3.interscience.wiley.com/journal/120087738/abstract</a></p>	

All links last accessed on June 24, 2010