## **EXPLORE**

Patient knowledge: "What do you know/have you been told about your

Patient perception of benefit/concerns: "What benefit do you feel your medicine gives you? What, if anything, are your worries about your medicine?

Patient lifestyle goals (not your dinical ones) "What would you like your medicine to allow you to do (eg. feel well enough to walk the dog)?"

THESE QUESTIONS RAISE PATIENT AWARENESS OF THE IMPORTANCE OF TAKING MEDICINES

## **EDUCATE**

Give patients the information they want, when they want it, integrating key points for patient safety.

Use 'teach hack' method to ensure understanding, eg,
"To be sure that I explained things clearly, let's review what we discussed.
Please tell me... how you are going to take this medicine/what you understand
about.."

Education is best given in response to patient requests; however, there may be key safety information that you want to pass on — a health coaching approach suggests that, where possible, you do this linking the information with the patient's agenda.

## **EMPOWER**

Once you have explored the patient's perspective and provided education according to their needs, help the patient to decide if they want to take their medicine.

"What would you like to do about taking your medicine?"

It is important to ensure that patients 'own' the decision for taking their medicine if they decide to (rather than us 'telling' them).

"What have you decided about this medicine?"

A health coaching approach suggests that it is better to know at this point if the patient doesn't want to take the medicine to allow discussion of alternatives and ways forward. Otherwise the patient will go home, with you assuming they will take their medicines (and they don't).

## ENABLE

This helps patients to work out how they'll incorporate taking medicines into their lives, how they'll monitor their own adherence to their treatment plan and the effectiveness of their medicines. These questions help patients think about the reality of taking a medicine, ie, integrating a new activity in their lives.

"How will you fit your medicines into your

"Where will you keep your medicines?"

"How will you remember to take them daily?" "What will you do to check if your system is vacking?

"What will you do to find out if the medicine is working for you?"

PATIENT TAKES RESPONSIBILITY FOR TAKING THEIR MEDICINE.

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