

# Person-Centred Practice using HealthChange® Methodology Workshop

**Achieve better outcomes and satisfaction for patients and staff. Save time and other health service resources.**

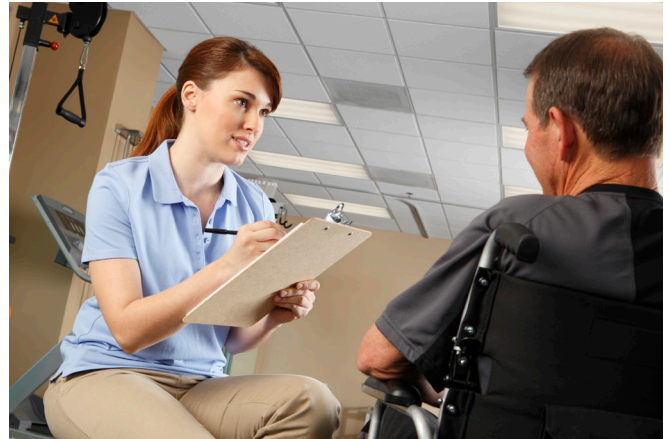
HealthChange® Methodology (HCM) is a proven, evidence-informed methodology used to embed person-centred practice and behaviour change into health services in a measurable way.

Benefits to health services are better health and quality of life outcomes and better satisfaction for patients, better job satisfaction for staff and cost savings via more effective use of time and resources.

HCM is useful in any interaction with a patient where the patient (or their family) are required to take any type of action such as giving accurate information, 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.

## Benefits for Frontline Health Professionals

- Health professionals report greater professional work satisfaction after embedding HealthChange® Methodology in their day to day work.
- HCM provides a clear and consistent way of balancing duty of care as a health professional with patients' rights to make fully informed decisions about their health.
- HCM provides brief and practical methods to increase patient engagement in following recommendations so that they are more likely to do what they are asked to do and more likely not to do the things they are asked to refrain from doing.
- The methodology offers a systematic way of running conversations and consultations that makes it



easier to work with challenging and complex patients and reduces staff and patient frustration.

- HCM can reduce no show rates and repetitive 'frequent flyer' consultations.
- When the methodology is fully applied, it saves considerable time in medium to long consultations and avoids confusion and disengagement in short consultations (eg, in the General Practice and acute care contexts).

## Additional Benefits for Health Service Managers

- By restructuring consultations to be more efficient and effective, HealthChange® Methodology can significantly reduce resource wastage.
- HCM provides health and medical teams with a common patient-centred language to communicate more effectively between the various professions and roles on a team.
- The methodology supports the concept of Integrated Care. HealthChange® workshops can provide a vehicle and framework for multi-disciplinary training across the service setting, including partner organisations, so that consumers with complex presentations who receive care in a number of service settings can experience an integrated approach to the delivery of care that supports self-management.



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- HCM provides improved communication and care via patient-centred formats for shared care planning, care coordination and consultation documentation.
- The methodology restructures patient assessment and education processes to align with patient needs for information exchange.
- HCM provides methods to realign paper-based and electronic medical records with the needs of patients in a way that promotes patient engagement and adherence to recommendations.
- Behaviour changes required by staff are measurable when using HCM. Staff can be kept accountable for their own practice change and outcomes can be tracked for quality improvement purposes and mapped against patient and systems outcomes.
- HCM can be used by managers to engage their staff in behaviour change and practice change.
- HCM provides a convenient system for conducting performance reviews and for tracking and reporting continuing professional development activities.

## How does HCM work?

HealthChange® Methodology supports evidence-based clinical practice. HealthChange® training provides an integrated suite of person-centred practice principles, brief behaviour change techniques and a decision framework that all help health professionals to systematically engage their patients in following referral, lifestyle and treatment recommendations. It provides a structured and time efficient approach to promoting health literacy, shared decision making, behaviour change and self-care support. The HCM principles, techniques and decision framework apply in any conversation with a patient or carer, regardless of the length of the discussion or the role of the health professional. They apply whenever the patient is required to do (or not do) a task or Behaviour.

HealthChange® Methodology helps to translate the clinical guidelines into patient-centred care using language that patients understand. It focuses

conversations on the tasks that patients need to do (or things they shouldn't do) to get better health outcomes. HCM can be used in any consultation context, regardless of length of interaction, profession or role. It can also inform the design and delivery of patient education programs to make them more effective at delivering patient knowledge and understanding (health literacy) and behaviour change.

HealthChange® Methodology is used in primary care nursing, medical and allied health consultations, care planning, care coordination, discharge planning, home and community care, child and family services, rehabilitation from illness and injury, acute care and mental health services. It is also used to deliver population-based telephone-delivered health services and face to face patient education programs.

## Where did HCM come from?

HealthChange® Methodology has been developed in Australia over many years by a multidisciplinary team of frontline health professionals with significant input from over 10,000 professionals from many different professions, roles and sectors who have attended and evaluated HealthChange® training. It has been used by public health services in Australia since 2006 and in Canada since 2010.

## Is HCM evidence based?

HCM has been used as a service delivery methodology in several large university-evaluated public health studies in Australia. However the focus of these studies was not to evaluate HCM itself.

HCM is not a new theory or behaviour change model. It is an evidence-informed way of using the vast body of knowledge from the health behaviour change literature simply, systematically and time efficiently in health and medical consultations and in patient programs. It provides a measurable framework that provides consistency of approach among teams of health professionals, while at the same time allowing for individual professional expertise and service delivery style.

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## What is the Workshop Content?

**Person-Centred Practice using HealthChange® Methodology** is a foundational workshop. It is for health professionals who aspire to being truly patient-centred in their work practices in order to work more easily, effectively and efficiently with their patients. It contains the following teaching topics:

1. What **patient or person-centred care** actually means and how it is critical for effective health service delivery.
2. **What patients need** in order to take action on treatment, referral and lifestyle recommendations, and the sequence in which these needs should be met to be most effective at engaging people in carrying out those recommendations.
3. Essential components of **delivering brief health literacy** that impact on patient readiness to engage in carrying out treatment recommendations.
4. A **common language** for health service providers to discuss patients that bridges the language divide between the large variety of professions and service roles.
5. A set of **person-centred practice principles** that operationalise person-centred care in a systematic and measurable way.
6. A quick and practical way of identifying and categorising **common barriers to patient action** on recommendations so that appropriate brief solutions can be offered.
7. A quick and practical set of **behaviour change techniques** that complements the practice principles and helps service providers to avoid or address the most common barriers to action.

## What is the Workshop format?

HealthChange® workshops are for health professionals only. They are facilitated by Changi General Hospital HealthChange® Trainers who have completed intensive

training in how to facilitate the Person-Centred Practice using HealthChange® Methodology workshop for CGH and affiliated organisations.

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.

HCM is introduced via a mix of PowerPoint presentation, video vignettes, group and small group discussion and practical exercises that encourage reflection on own professional practices. 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](http://www.healthchange.com).

**For more information on the programme, please contact:**

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