

## **Patient-Centered Enrollment Practices**

Incorporating Motivational Interviewing techniques into enrollment practices

### **Patient-centered care is about creating partnership between experts**

Making the patient the expert:

- Builds trust
- Improves confidence
- Supports autonomy
- Ultimately, the patient is truly the expert on their own experience and is the only one who can make appropriate and sustainable decisions about their lives.

### **Patient-Centered Information Exchange**

Ask-Tell-Ask

- “What do you already know about your new health insurance options?”
- “Is it ok if I share some information with you?”
- “What do you make of this? What do you think?”

Ask permission

- “I’d like to share some information about your health insurance options with you. Is that alright?”

Give permission to disregard

- “I’d like to share some information about your health insurance options with you, but feel free to disregard if this doesn’t interest you.”
- If the patient is not interested, ask permission to discuss further. “Would you be willing to talk a little bit about your concerns?”

Emphasize autonomy

- “You are the expert on your life and it’s up to you to figure out what to make of this information.”

Share one piece of information at a time

Use plain language

Use teach-back

- “Sometimes I don’t explain things clearly and I want to be sure that I was clear today. Would you mind sharing with me what your understanding is of what we talked about today?”

### **Discussing sensitive topics**

Remain neutral with the words and the tone that you use when discussing:

- Literacy
- Financial status
- Health concerns
- Immigration status

Avoid labels like:

- Poverty
- Literacy
- What else?

Ask only what you need to know and explain why you are asking

Support autonomy

### **Putting it all Together**

#### **Information Exchange (Ask-Tell-Ask)**

- Would it be ok if I share some additional information with you?
- I would like to share some information with you, but you are always in the driver’s seat and these are your decisions to make.
- I’d like to explain a few things and then hear what you think, if that’s ok.

#### **Patient Activation (Ask-Tell-Ask)**

- What do you make of all this?
- What questions do you have?
- What do you think?
- What else might you like to know?
- What concerns do you have?

### **Shared Understanding Check**

“Sometimes I don’t explain things clearly and I want to be sure that I was clear today. Would you mind sharing with me what your understanding is of what we talked about?”

“I want to be sure that you have all the information that you need today. Would you mind telling me your main takeaways from this conversation?”

### **Activation Questions**

What are your goals for your health now that you have health insurance?

What are your priorities for your health in the next little while?

What are you looking forward to for your health now that you have health insurance?

How are you hoping your health will improve once you have insurance?