



# Patient Engagement in Behavioral Healthcare: Connecting can Improve Health

When patients are active in their care, they tend to be healthier and have better health outcomes

Engagement can:

- Improve health outcomes
- Make it more likely that a patient will follow their treatment plan
- Increase their sense of agency in their care
- Give them chances to ask questions and better understand their health and treatment plan
- Give patients with low health literacy skills a chance to get information verbally from an expert
- Reduce the chance that they become overwhelmed by too much information

You can help increase engagement using the RESPECT model.

The principles of the RESPECT model are:

- R** Rapport
- E** Empathy
- S** Support
- P** Partnership
- E** Explanations
- C** Cultural Competence
- T** Trust

## **R** Rapport

- Try to connect with your patient on a social level.
- Try to see the situation from their point of view.
- Do not make judgements.
- Avoid making assumptions.

## **E** Empathy

- Remember that the patient is there for help.
- Ask them what concerns they have.
- Verbally acknowledge their feelings.

## **S** Support

- Ask about your patient’s barriers to care and to following their care plan.
- Help them determine ideas and resources that may help.
- Ask if there are people that they care about that can help them meet their health goals.
- Reassure them that you are willing to help them in their health journey.

## **P** Partnership

Be sure to let the patient know that you will work together as a team to improve their health and address problems.

## **E** Explanations

- Check with your patient often to be sure they understand.
- Clarify verbally when needed.

## **C** Cultural Competence

- Respect the patient and their cultural beliefs.
- Keep in mind that their view may be shaped by cultural differences.
- Be aware of your own biases.
- Accept that your knowledge of a culture might be limited and that it may be tough to connect with them. It may take time to connect, but it is worth it.
- Observe whether your approach working and if it is not, adjust.

## **T** Trust

Take time and work to build trust. Sharing may be difficult for some. Trusting their care provider will likely make them more willing to share.

Thank you for being our partner in care. Please reach out to your provider relations representative if you have any questions. They can be reached at 1-800-294-3557 or by email at providers@ARHealthWellness.com.