ENHANCING PATIENT-CENTRED PRACTICE:
A FOCUS ON 4 PRINCIPLES

The **HealthChange® Person-Centred Practice Principles** as a set of 9, clearly identify the elements of patient-centred care and communication. The principles provide guidance for the 'how to' of person-centred care. It is important to recognize that these Practice Principles are guiding principles, not hard and fast rules. Providers need to use their skills in tailoring the use of each principle to any particular patient or situation.

The Practice Principles allow providers to give information in a way that is respectful, non-judgmental and relevant to the patient. This makes it more likely they will act on the recommendations given to them.

FIRST ASK, THEN OFFER
Check patients' existing knowledge and ideas prior to automatically providing clinical and other information, education or suggestions.

Example 1: "Mrs. Brown, tell me what you already understand about diabetes and how it can affect a person's body."

Example 2: "What do you already know about how a person can manage diabetes over time?"

WAIT TIL 8
Provide patients with adequate thinking time to consider responses to questions before jumping in ahead of them.

Example: When asking a patient what they already know about their health condition, allow an average of eight seconds for them to think and respond. Allow the quiet space.

INVITE THE CLIENT TO WRITE
Encourage patients to write down or capture any aspects of a consultation that they might wish to review later. They can use paper and pen, take a picture or use their electronic devices.

Example: *"Please take any notes you think will help you during your care planning appointment today. Or is there another way you'd prefer to make reminders for yourself?"*

TRIAL & ERROR
Encourage a trial and error approach to patients taking action on health recommendations.

Example: *"Sometimes things don't go as well as we've planned or it might take a few tries to find the right approach. Take note of anything that gets in your way and we can work through other solutions together when you come back."*