

# HBO- Patient Adherence

Candace Presley  
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**SerenaGroup**  
building the nation's leading wound care team.



# Commitment & Change

Patients are asked to:

- Find daily transportation
- Commit their time
- Change their schedules
- Be diligent with their blood sugars
- Quit smoking
- Find child care
- Take time off of work

# Communication is Key

“Oh man you’re going to have to find a way to get here every day for the next 2 months! That is so hard!”

VS

“I understand you are worried about the time commitment, but it is only for a few weeks. We will work towards getting you healed up and back to your normal schedule as soon as possible”



DON'T  
GIVE UP.  
GREAT  
THINGS  
TAKE TIME.

# Support System

Patients don't know it (yet) but they are relying on their wound and HBO center to get them through their treatment course.



# Patient Education

If a patient does not understand the severity of their condition or how HBO is helping them, they are less likely to complete their treatment course

- The risks/complications of their situation
- How oxygen is impacting their body
- Why they are receiving daily treatments
- What happens if they miss a day
- The benefit of healing as quickly as possible

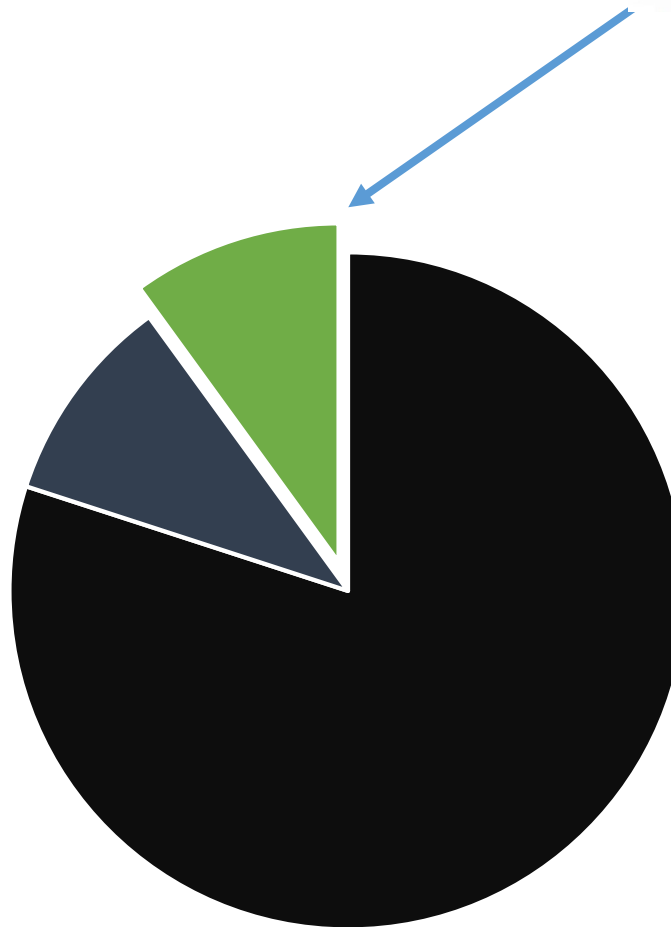
# Memory Retention

- 80% of what is said at a Doctor's office is forgotten by the time the patient gets home
- 10% of what is retained is retained accurately

*\*\*Don't get discouraged as caregivers if you have to repeat the same message or have to find creative new ways of delivering a message to a patient. It does not mean they do not care about their health\*\**



**"Only 10%!!!"**



# 10 Tips for Successful Patient Adherence

1. Keep up to date on various wellness programs available to your patients
2. Have frequent follow up conversations with patients to monitor progress and provide educational opportunities
3. Make sure they are appropriately educated during and after their treatment
4. Take advantage of educational opportunities for yourself, patients feel safer and are more likely to internalize recommendations when there is an expert at the wheel.
5. Have an open and honest discussion with your patient to make sure that they truly understand the importance of limb salvage and the roll daily HBOT treatments plays in faster closure of their wound.

# 10 Tips for Successful Patient Adherence

6. Say please and thank you, none of us like to feel as if we are being ordered around by those who are providing a service to use, manners matter.

7. I have long believed that laughter is the best medicine.

Keep it lite, this does not mean act the fool or being inappropriate but rather be social. Keep in mind that your patients are investing an enormous amount of time and money to receive their treatment. Engage them in everyday social subjects such as TV, movies or books.

Find that common interest and exploit it. Make it as an enjoyable as possible. Encourage them along the way, share your success stories of other patients you've had that have the same condition they have. Show them that you care about them and this is why you do what you do.



# 10 Tips for Successful Patient Adherence

8. As you know in most cases this is a sentinel event in your patient's life. Use your time to educate them as to the importance of their treatment. I am not proposing to that you be preachy, scolding or graphic, in fact I believe that to be counterproductive but rather at the appropriate time help them to see the seriousness of their ulcer and the positive results of receiving their daily treatment and adherence the plan of care that their doctor has designed

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for them. Provide them with the information they need to make a fully informed decision to not show.

# 10 Tips for Successful Patient Adherence

9. Follow up on missed appointments. A phone call on the same day may bring them back sooner, try and be creative in ways to help them make it, sometimes it just a matter of swapping time with another patient. It also shows that they are important to you as well as the importance that they come each day and that you are concerned with their wellbeing.

10. When scheduling their time slot take into account their needs. Do they have other previous appointments? Do they work? Do they babysit grandkids that they need to see off to school or be home when they get home? Do they use transportation that has limited time availability? This can be a difficult task but becoming an expert scheduler goes with the territory.



Quiz Time

Let's have  
some fun!

1. Your daily treatment schedule should be rigid and it is the Patients' reasonably to "make it work"

True

False

2. Have an Open and Honest discussion with your patient to make sure that they truly Understands importance of limb salvage and the roll daily HBOT treatments plays in faster closure of their wound.

3. Achieving patient buy-in can be easier when there is a focus on Education, Training, and Staff Development at your facility.

4. It is a good practice to keep up to date on various wellness programs available to your patients?

True

False

5. Name two local resources that your patients may benefit from.

Patient Financial Services, Medicaid (scat) transportation

6. It is best if only one person in your center provides patient education?

True

False