

# Strategies to promote patients adherence. Save a Treatment

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## Purpose

To promote a safe and welcoming environment for patients so that they will adhere to the plan of care set forth by the physician for optimization of wound healing in the shortest amount of time.

# Overview



- Hyperbaric oxygen therapy (HBOT) requires the patient to commit to daily visits to the center for 8 weeks or more. Patients must make travel arrangements and lifestyle changes that drastically effect their life and the lives of their family members.
- Most patients have multiple co morbidities and see multiple physicians, this complicates their personal schedules.
- Adherence to a daily schedule challenges even the most committed person.

# Communication and Education

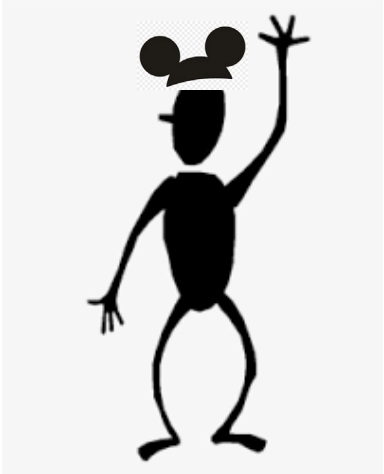


- The hyperbaric staff and physicians must repeatedly communicate the importance of the therapy to the patient.
  - Ex. Staff can explain to the DFU patient that HBOT decreases the risk of limb loss.
- Education is a crucial step that begins with the staff. Prior to educating patients, the team members must fully understand the indications for HBOT and how to communicate the risks and benefits to the patient and family.
- Choose simple words and explanations that a non medically trained person will understand.
- Explain the procedure to the patient in detail leaving time for questions.

# Thought Experiment

After paying an outrageous sum of money for you and your family to go to a Disney park for 10 hours, 5 of which you spent in line, you begin the hunt for your car. You were sure it was in the Goofy, but your spouse remembers mouse ears on the light pole. Your skin is sticky from a day of sweating in the Florida heat and you are still nauseous from the unidentifiable meat Daffy served you at lunch. The kids have fallen off the edge of exhaustion into uncontrollable irritability. You finally locate the car and secure all the seatbelts. But as you head down the Disney thoroughfare everyone agrees you will be back next year.

*Please explain the Disney experience. How does it relate to patients visiting the hyperbaric suite?*



# Tim Talk



1. Smile. Say please and thank you. Think Disney.
2. Use simple nonmedical language.
3. Become acquainted with your patients and their family.
4. Never stop educating. Education is not a onetime event before beginning therapy. It is daily teaching and reinforcing. Keep up to date on various wellness programs available to your patients.
5. Share your knowledge about the chamber and the treatment.
6. Stress the importance of HBOT and the proven benefits.
7. Don't be afraid to use humor in a socially acceptable manner.

# Tim Talk (cont.)

8. Follow up on missed appointments. A phone call on the same day may bring them back sooner; try to be creative in ways to help them make it, sometimes its just a matter of changing the time of their treatment. It also shows that they are important to you as well as the importance of coming for treatment each day and that you are concerned with their well-being.
9. 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.
10. **Think Disney**

QWZ!



1

Question: Your daily treatment schedule should be rigid, and it is the patient's responsibility to "make it work". True or False

Answer: False!

# 2

Question:

Which of the following will improve adherence:

- a) Scheduling the patient at a time that is convenient for the physician
- b) Getting to know the patient and his or her family
- c) Using medical terms in explaining the procedure
- d) Gathering with other staff in the hyperbaric room to chat

Answer: Getting to know the patient and his or her family

3

Question: The key to adherence is patient is?

Answer: Education

4

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

True or False

Answer: True

5

Question: Name two local resources that your patients may benefit from.

Answer:

- Transport Companies (Care-a-Van)
- Child Care (YMCA)
- ENT
- Easter Seals

6

Question: It is best if only one person in your center provides patient education?

True or False

Answer: False!

7

Question: Site at least two reasons why the Disney approach is successful.

Answer:

1. Give the patient an atmosphere that makes them want to return
2. Get on a personal level with the patient by establishing common ground.



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