

# **Workflow WEDNESDAYS**

## **PS3 - Patient Engagement** **Topic: Practice Transformation**

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### **Key Insight**

Pharmacy Services Support Staff is critical to the success of pharmacy practice transformation and the sustainability of enhanced services. Click [HERE](#) to watch the recorded PS3 Webinar.

Pharmacy Technicians & Support Staff can understand Motivational Interviewing and stages of patient readiness to assist in effective and successful communication with patients to improve patient adherence and outcomes in your pharmacy.

**Motivational interviewing** is a collaborative conversation style for strengthening a person's own **motivation** and **commitment** to change.

### **Stage 1: Pre-Contemplation**

**Not considering making a change in behavior in the foreseeable future (not ready)**

- *PS3 Action/Response: Personalize information and increase patient awareness of services available*

### **Stage 2: Contemplation**

**Considering making a change in behavior within the next 6 months (Getting ready)**

- *PS3 Action/Response: Identify barriers & misconceptions, Address concerns*

### **Stage 3: Preparation**

**Ready to take action in the next 30 days and/or has made at least one change attempt in the past year (Ready)**

- *PS3 Action/Response: Assist patient & Pharmacist to **DEVELOP** a plan - realistic goals & timeline*

### **Stage 4: Action**

**Active efforts being made to modify habits, behaviors, and environment (Action)**

- *PS3 Action/Response: Assist patient & Pharmacist to **ESTABLISH** a plan - realistic goals & timeline*

### **Stage 5: Maintenance**

**Maintained behavior change 6 months or more—still susceptible to “relapse” (Sticking to it)**

- *PS3 Action/Response: Patient education focused on continued support & encouragement*



Click [HERE](#) to find all of the **Flip the Pharmacy** change packages and other practice transformation resources

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