

ACTION SUMMARY

- Take time to *connect* with patients
 - **Focus on patient perspective**
 - Reflect on patient background/experience
 - Ask open-ended questions
 - Strategically mimic & Validate
 - Set clear expectations
- Accurately *assess* patient readiness to change
 - **Look for barriers to change**
 - Listen for “change language”
 - Maintain a collaborative spirit
 - Respect patient autonomy
- *Mobilize* patients toward specific action
 - **Utilize brief interventions to help patients succeed**
 - Match intervention to stage of change
 - Foster patient autonomy
 - Use language wisely
 - Match action with values
 - “What would [patients] call your job title if they described it by the impact you have on their lives?” (Chip Conley)

