Improving nurse training for better outcomes



Nurse-led telephone follow-ups to patients continue to be an effective method to support treatment adherence and improve patient outcomes¹. However, the power of the call is in the quality of the conversation between nurse and patient.

How can we add value to the phone calls we have with our patients?

CHALLENGE

This was the question consistently raised by the field nursing team of a global specialty pharmaceutical company. Nurses were in the unique position to help patients get the support they needed while on a long-term self-injection treatment, yet the nurses had reported conversations with patients that often ended quickly and with a "no thank you, I'm good" response. This made it challenging to assess patient needs, and even harder to provide tools and resources to support relevant needs.

SOLUTION

A multi-component training program designed around motivational interviewing

Atlantis Health developed the strategy: teach the nurses to use validated tools and techniques to facilitate engaging two-way dialogue with patients and the rest will follow. To ignite these meaningful phone conversations, Atlantis adopted a motivational interviewing approach that leveraged key communication skills, including:

Open questions
Affirmations

Reflective listening Summarizing

In addition, Atlantis designed a complementary digital dashboard to enhance ongoing professional learning. This allowed nurses to reinforce the learning at their own pace.

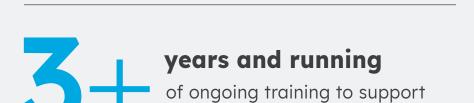
To start, the Behavioral Health Specialists at Atlantis facilitated multiple skill-building training sessions with 50 field nurses. This included both live and virtual sessions, role play in smaller groups, and case study analysis. The training was so well-received that the company rolled out the program to another 50 of their case managers.

What started as a nurse training program transformed into an ongoing training process for mastering HCP-patient communication in an ever-changing world. This successful engagement is still underway.

PROCESS MATTERS

100%

of nurses were very satisfied with the new skills learned throughout the training program



patients on long-term treatment

 Najafi SS, et al. The Nurse-Led Telephone Follow-Up on Medication and Dietary Adherence among Patients after Myocardial Infarction: A Randomized Controlled

Clinical Trial. Int J Community Based Nurs Midwifery. 2016;4(3):199-208.