

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

3+

years and running of ongoing training to support patients on long-term treatment

1. 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.