



# HealthChange Methodology: Patient Engagement Skills course

Foundation tools and knowledge for better patient engagement

The **HealthChange Methodology: Patient Engagement Skills** course provides the foundation tools and knowledge to improve patient engagement for better outcomes.

HealthChange Methodology provides individuals and organisations with the practical skills, systems and knowledge to deliver effective, time-efficient, person-centred care. The course introduces a unique Consultation Framework that bridges the gap between the theory and practice of patient engagement and behaviour change support, providing a consistent guide to help clinicians with what to say, how to say it and when to say it in consultations to get the best results with patients.

*'I am happy to be learning so much  
I can put into my current role to improve  
my patient engagement.'*

– Course participant

Demonstrated results and research show HealthChange Methodology can:

- **increase clinician confidence and skills** – improved ability to work with chronic and complex patients, particularly valuable in building clinician capacity when transitioning to telehealth and mobile technology
- **provide a consistent way to deliver health literacy and person-centred care** – common language, methodology and simple tools that work across all levels – clinicians, teams, services and organisations
- **improve patient engagement and clinical outcomes** – benefits reported include higher patient retention and participation rates, reduced wait lists, lower surgery deferrals due to poor patient self-management and better clinical outcomes.



Learn the foundation tools and knowledge to improve patient engagement for better outcomes.

*'This workshop opened my eyes  
to other ways of dealing with  
patients who I may have labelled  
(unconsciously or consciously) as  
difficult, unmotivated, etc.'*

– Dietitian and course participant



### Our course structure:

(\*HealthChange<sup>®</sup> Methodology: Patient Engagement Skills takes 4 weeks to deliver)

Week 1	<b>Attend Introduction Teleconference</b> <ul style="list-style-type: none"> <li>Meet the group</li> <li>Be introduced to the online tools</li> <li>Get an overview of the course content</li> <li>Have your questions answered</li> </ul>	1.5 hr Scheduled Group Time
	<b>Complete Online Modules</b> <ul style="list-style-type: none"> <li>Work through online modules that introduce HealthChange<sup>®</sup> Methodology and the Person-Centred Practice Principles (Modules 1-3)</li> </ul>	Self-directed learning - Approximately 2 hours Practise skills at work
Week 2	<b>Attend Teleconference 2</b> <ul style="list-style-type: none"> <li>Participate in practical application exercises</li> <li>Have your application questions answered</li> </ul>	1.5 hr Scheduled Group Time
	<b>Complete Online Modules</b> <ul style="list-style-type: none"> <li>Work through online modules that discuss Person-Centred Goal Setting and Engagement Skills (Modules 4-5)</li> </ul>	Self-directed learning - Approximately 2 hours Practise skills at work
Week 3	<b>Attend Teleconference 3</b> <ul style="list-style-type: none"> <li>Participate in practical application exercises</li> <li>Have your application questions answered</li> </ul>	1.5 hr Scheduled Group Time
	<b>Complete Online Modules</b> <ul style="list-style-type: none"> <li>Complete final course modules</li> </ul>	Self-directed learning - Approximately 1 hour Practise skills at work
Week 4	<b>Attend Teleconference 4</b> <ul style="list-style-type: none"> <li>Participate in practical application exercises</li> <li>Have your application questions answered</li> </ul>	1.5 hr Scheduled Group Time
	<b>Complete Feedback</b> <ul style="list-style-type: none"> <li>Work through any remaining online modules and complete course feedback</li> </ul>	Self-directed learning