

## 1 Do's and don'ts of lifestyle change conversations

### DO's

#### "Oars"

- Ask open ended questions
  - What has been going on with you since we last met?
  - Would you like things to be different?
  - Have you thought about next steps?
- Offer affirmations
  - When you review goals, take joy in their successes and express **empathy** during tough spots. Affirmation keeps patients moving forward more than correction!
- Practice reflexive listening
  - Capture the essence of what the patient has told you and help them achieve an idea
    - "So you feel..."
    - "It sounds like you..."
    - "You're wondering if..."
- Summarize the visit
  - Recapping the visit while calling attention to the salient points and allowing the patient to correct any misunderstandings
    - "Here's what I heard. Tell me if I missed anything..."
    - "Let me see if I understand so far . . ."

### DON'Ts

- Compliment
  - Instead of: "**you are doing great!**"
  - Try: "**you have thought carefully about changing your behavior and decided on a strong path forward**"
- Give advice
  - Instead of: "**if you don't lose weight, you are at-risk for consequences**"
  - Try: "**would you like me to share some information about how weight loss may affect your liver risk?**"
- Ask too many questions
  - Instead, ask open-ended questions to avoid this problem
- Direct the conversation
  - Instead, try to find the patient's key reasons for change and build on their motivation and their plan for change
- Be careful to avoid stigmatizing language
- Neglect to praise your patient's efforts
- Forget to follow-up at the next conversation!

## 2 The 5 A's – how to cater to your patient's needs and outcomes

1. Ask Permission
  - Shows compassion and empathy
  - Builds patient-provider trust
2. Asses Their Story
  - Identify goals that matter to the patient
3. Advise On Management
4. Agree On Goals
  - Collaborate on a personalized
  - Sustainable action plan
5. Assist With Drivers (i.e., Practical tips to encourage or maintain behavior) and barriers (i.e., Events that pose challenges or problems to behavioral change)

## 3 Effective communication with your patient

- Remember to use patient-centered language
- Using plain language is an important part of ensuring that information is communicated in ways that are easy to understand
- Avoid using stigmatizing and discriminatory language as it can lead to disengagement of the patient
- Avoid judgmental language (e.g., "non-compliant", "non-adherent")