

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”)