

# EFFECTIVE PATIENT ENGAGEMENT STRATEGIES & TOOLS FOR CARE TEAM MEMBERS

The patient engagement series will provide care-team members the opportunity to enhance their motivational interviewing knowledge. This series will address a comprehensive set of interpersonal and technical skills to help engage patients utilizing effective strategies of motivational interviewing. Each webinar will have practical application to patient scenarios such as care management enrollment, substance use disorder, advance care planning and weight management.

## **Virtual Platform**

This series will be virtual; please register ahead of time to access Zoom links.

## **Target Audience**

All PO affiliated care team members and PO representatives welcome!

## **Registration**

Registration is free.

**PLEASE REGISTER AT**  
**[WWW.MICMT-CARES.ORG](http://WWW.MICMT-CARES.ORG)**

Please register for each individual session you are interested in attending.

**2**

## **Agenda Details**

See second page for session titles and presenter information.

**3**

## **Continuing Education Details**

See third page for discipline information.

## Join us for this series

**Session 1**  
**August 10, 2023**  
**12:00-1:00**  
[Register Here](#)

### **Patient Engagement: How to Start a Difficult Conversation**

This session will provide specific strategies to begin conversations that are often considered difficult. Topics addressed include substance use disorder/medication assisted treatment, advanced care planning, weight management, and enrollment in care management for a chronic disease.

**Presenter:** Amy Schneider, MS, RD, MICMT

**Session 2**  
**September 12,**  
**2023 12:00-1:00**  
[Register Here](#)

### **Patient Engagement: How to Manage the Fixing Reflex Conversation**

This session will review the definition of this reflex, the reason it matters, and some specific ways to keep it under control. Topics specifically addressed include substance use disorder/medication assisted treatment, advanced care planning, care management enrollment, weight management and enrollment in care management for a chronic disease.

**Presenter:** Sarah Fraley, LMSW, Mind Body Health Consultants, PLLC

**Session 3**  
**October 26, 2023**  
**12:00-1:00**  
[Register Here](#)

### **Patient Engagement: Handling Discord and Sustain Talk**

This session will review the definition of discord and sustain talk, the reason that proper management is important, and provide some strategies to help diffuse them. Topics specifically addressed include substance use disorder/medication assisted treatment, advanced care planning, care management enrollment, weight management and enrollment in care management for a chronic disease.

**Presenter:** Mark Loush, LMSW, Corewell Health Medical Group

**Session 4**  
**November 16, 2023**  
**12:00-1:00**  
[Register Here](#)

### **Patient Engagement: How to Work with Someone who is Not Ready to Take Action/Engage Care**

This session will review how to interact with a patient who has made it known that they are not ready to make a change in their behavior which could include someone is ambivalent or completely against change. Topics specifically addressed include substance use disorder/medication assisted treatment, advanced care planning, care management enrollment, weight management and enrollment in care management for a chronic disease.

**Presenter:** Amy Schneider, MS, RD, MICMT

## Planning Committee:

- **Course Director:** Julie Wietzke, MHSA, MLS, Project Manager Lead, MICMT
- **Primary Coordinator:** Marie Beisel, MSN, Program Manager, MICMT
- **Course Planners:** Marie Beisel, MSN, Program Manager, MICMT; Ashley Schwartz, MSW, Project Manager, MICMT
  - **Sessions Moderator:** Ashley Schwartz, MSW, Project Manager, MICMT

## At conclusion of this activity, learners should be better able to:

- Build confidence in motivational interviewing skills and ability to see patients through change management.
- Apply interpersonal and technical skills to engage patients using motivational interviewing skills
- Choose appropriate techniques for specific scenarios demonstrating practical application of the skills.

## Continuing Education Details



In support of improving patient care, this activity has been planned and implemented by Beaumont Health and the Michigan Institute for Care Management & Transformation. Beaumont Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

**Physicians:** Beaumont Health designates this live activity for a maximum of 4.0 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.


**Pharmacists:** Beaumont Health designates this activity for 4.0 ACPE contact hours. ACPE Universal Activity Number (UAN):  
8/10/23 Patient Engagement: How to Start a Difficult Conversation – JA4008259-9999-23-125-L99-P,  
9/12/23 Patient Engagement: How to Manage the Fixing Reflex Conversation – JA4008259-9999-23-126-L99-P  
10/26/23 Patient Engagement: Handling Discord and Sustain Talk – JA4008259-9999-23-127-L99-P  
11/16/23– Patient Engagement: How to Work with Someone who is Not Ready to Take Action/Engage Care- JA4008259-9999-23-128-L99-P

Pharmacists should claim only the credit commensurate with the extent of their participation in the activity. Credit will be provided to NABP CPE Monitor within 30 days after the activity completion. Per ACPE rules, Beaumont Health does not have access nor the ability to upload credits requested after 60 days. It is the individual learner's responsibility to provide the correct NABP ID and DOB (MMDD) to receive credit.

**Nurses:** Beaumont Health designates this activity for a maximum of 4.0 ANCC contact hours. Nurses should claim only the credit commensurate with the extent of their participation in the activity.

**Social Work CE:** As a Jointly Accredited Organization, Beaumont Health is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 4.0 continuing education credit(s). Social Workers should claim only the credit commensurate with the extent of their participation in the activity.

## Dietetic CE:

 <p><b>Commission on Dietetic Registration</b> the credentialing agency for the Academy of Nutrition and Dietetics</p>	<p>Completion of this RD/DTR profession-specific or IPCE activity awards CPEUs (One IPCE credit = One CPEU). If the activity is dietetics-related but not targeted to RDs or DTRs, CPEUs may be claimed which are commensurate with participation in contact hours (One 60 minute hour = 1 CPEU). RD's and DTRs are to select activity type 102 in their Activity Log. Sphere and Competency selection is at the learner's discretion.</p>
---	--

**In need of additional assistance? Please contact MICMT at: [micmt-cares.org/contact](https://micmt-cares.org/contact)**