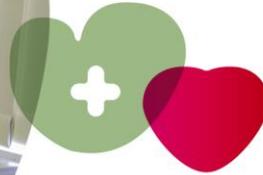




Knowledge and Skills in Heart Healthcare



Taking Control- it's not a pamphlet

Taking Control is a plan which aims to support individuals with elevated CV risk to develop self-management skills (especially to build health literacy and to achieve behaviour change) in order to improve their heart health

Making Changes with Taking Control

Taking Control is a resource to help a person:

1. Understand their risk and what it means for them, right now and in the future
2. Achieve success through setting a manageable goal, having a plan and seeing it through
3. Plan it together with a health professional, and support from whanau/family and friends

It may be a different way of working, or complement how you are already working

- Taking Control is a gold standard self-management resource that requires collaborative work with people and a commitment of human resources and time in practices.
- Get familiar with the book and read it through before using it, have a discussion with colleagues about the pros and cons and any reservations you might have yourself. What do you need to make it work?
- How it is introduced to the patient or a health professional is important for the success of the book, being positive, reassuring and understanding of a person's reservations really helps.
- Step 1 and 2 are designed to be worked through together; you can do this in one consultation or in stages, the person you are working with will indicate what is important for him/her right now.
- Some people are not ready and you may not have the time, that's ok, you can still give the book with an explanation and defer a get-together.
- The information in Taking Control (the green section) is for a person and /or their family or whanau to go through in their own time and at their own pace, you can put a tab on a section that is useful for that person right now.
- This resource belongs to the person, and the information in it is personal, they do not need to bring it to consequent consultations.

We all agree there is a lot to cardiovascular risk management and this can often feel overwhelming for the person and the health professional

Here are some tips to help you and the person you are working with:

- 1) Agenda setting acknowledges the reason for the visit and summarizes the persons concern. 'What are you hoping to get from your visit today?' Clarify those issues that can be accomplished today, and offer another consultation to 'do justice' to other concerns or issues.
- 2) Explore beliefs about health and well-being. Invite the person to discuss how they view their role in managing their health 'What are you doing to maintain or improve your health?'
- 3) Invite goals and action planning
 - a. As you explore the things the person might do to reduce their risk, ask which goal they would like to start with
 - b. When the person is frustrated in trying to accomplish goals, ask them what they feel is getting in the way
 - c. When discussing solutions for unblocking goals, invite the person's ideas about what might help
 - d. Collaboratively develop a plan towards this goal (remember SMART)
 - e. Check importance and confidence levels (you can use 1-10 Heart Foundation scale).
- 4) Support autonomy and choice. Whenever people indicate their preference about how to manage their health (even if it is not a choice you would endorse), acknowledge that they are making decisions and taking charge of their life.
- 5) Empathizing with the person's dilemma of self-care can also help the person to explore choices. 'I can see your dilemma. On one hand, you want to avoid a heart attack or stroke, but on the other hand: you feel smoking is one of the few pleasures you have'.
- 6) Explore ambivalence; ask the person both the reasons for change and the reasons not to change.
- 7) Ask-Before-Advise! Before giving information or advice, ask what the person knows, has already tried and wants to know.
- 8) When the person encounters challenges in carrying out their goal, invite their solutions and ask them which they would like to try first.

Taking Control independent review finding (2014):

Taking Control develops health professionals' approach; it is more informative, provides a formal tool to aid patient discussions and helps the practice develop, while helping patients "own" their own health and well-being

"Understand my risk

Give me tips

Support me making changes

Help motivate me "

What do
people
want?

