



Tip Sheet:

Engaging Patients

Strategies

Understand patient's point of view

- Avoid use of jargon.
- Understand patient's experience of depression.
- Identify patient's unmet needs.
- Address potentially stigmatizing views of patient or their family about depression.
- Elicit patient's expectations and goals to assess fit with program.
- Recognize patient's individual preferences.

Offer practical assistance

- Deliver services beyond depression care including assistance with locating housing, jobs, etc., leveraging the partnership.
- Consider home visits.
- Provide for flexibility when scheduling appointments as necessary.
- Offer bus passes and other transportation services.

Connect patients to care

- Empower patients by encouraging ownership of care.
- Create opportunities to personally introduce patients to staff involved in the project.
- Strengthen connection through periodic check-in.
- Consider using peers to help engage patients.
- Celebrate progress and accomplishments with the patient.

How can organizations engage patients in the Care Partners program?



Ideas for Practice

Practice role-playing ways to talk with patients about the program.

Share examples of how you talk about depression.