

Patient Compliance: Can health care providers make a difference?

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Abstract

Compliance is the act or process of following or adhering to a desire, demand, proposal, or regimen. This definition speaks to ostensibly measurable behaviors, but it does not speak to how or why someone chooses to be compliant or noncompliant. In patient care, noncompliance is a constant battle that shows no disease preference or favoritism.

This poster presentation displays ways in which health care providers can improve compliance through communication and education.

The goal is to reveal some of the effects of patient noncompliance on healthcare and to educate health care professionals on the importance of patient communication and education.

Introduction

Patient compliance can be related to multiple disease processes and conditions. It affects lifestyle choices, primary prevention, secondary prevention, maintenance therapies, and end-stage disease therapies.

Are there ways that a healthcare provider can communicate medically related information to the patient, to better empower them to assume the responsibility for their own care and inevitably lead to increased compliance? The answer appears to be yes. Multiple factors affect patient compliance, but as health care providers, the benefits of increased patient compliance are too important not to make it a priority.

Compliance in SD

Burden of Cardiovascular Disease in SD^[3]

§ **52.2%** of South Dakotans reported doing <30 min/day of moderate physical activity.

§ **23%** of South Dakotans do not participate in any leisure-time physical activity.

§ 1994: **53%** of South Dakotans were overweight or obese.

§ 2007: **65.5%** of South Dakotans were overweight or obese.

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Results

- ü Use detailed information. [2]
- ü Verbalize information. [2]
- ü Use written educational materials. [2]
- ü Individualize education & information to the patient. [2]
- ü Perform follow up phone calls to review education. [1]
- ü Initiate conversations related to behavior changes. [7]
- ü Respect patient autonomy. [11]
- ü Use an organized system to recognize patients with certain conditions and/or behaviors. [7]
- ü Understand the stages of change and direct education to this. [7]
- ü Be aware of the difference between perceived and actual severity of illness. [5]

Search Methods

- q Search Sites
 - § Pubmed
 - § New England Journal of Medicine
 - § American Academy of Physician Assistants
 - § South Dakota Department of Health
- q Search Criteria
 - § "Patient compliance"
 - § "Patient adherence"
 - § "Compliance"
 - § "Adherence"
- q 17 articles
 - § 1996-2009

Conclusion

Multiple factors affect whether or not a patient becomes compliant or non-compliant. While some of these are out of the control of the provider, many of the factors may be positively influenced by specific communication and education techniques. Patient compliance is a constant issue in healthcare and should be in the minds of all healthcare providers.

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