

## **Dimension 2**

# **Health Care System- Related Factors**

*This section covers the following topics:*

- **Provider-patient relationship**
- **Provider communication skills**

## DIMENSION 2: HEALTH CARE SYSTEM-RELATED FACTORS

The quality of the doctor-patient relationship is one of the most important health care system-related factors impacting adherence (Krueger et al., 2005). A good relationship between the patient and health care provider, which features encouragement and reinforcement from the provider, has a positive impact on adherence (Krueger et al., 2003). Poor provider communication concerning the benefits, instructions for use, and side effects of medications can also contribute to nonadherence, especially in older adults with memory problems (Vermiere et al., 2001).

More broadly, health care systems create barriers to adherence by limiting access to health care in the following ways: making appointments difficult to schedule; lacking continuity of provider care; using restrictive formularies and changing formularies; and through high drug costs, copayments, or both (Osterberg and Blaschke, 2005; Tabor and Lopez, 2004).

BARRIER	STRATEGIES
<p><b>Provider-patient relationship</b></p> <p>Source: Krueger et al., 2005</p>	<ul style="list-style-type: none"> <li>Establish a positive, supportive, trusting relationship with the patient</li> <li>Involve the patient in the decision-making process</li> <li>Assess the patient's understanding of the illness and treatment</li> <li>Clearly communicate the benefits of treatment</li> <li>Involve the patient in setting treatment goals</li> <li>Assess the patient's readiness to carry out the treatment plan</li> <li>Identify and discuss any barriers or obstacles to adherence the patient may have and formulate strategies for overcoming them with the patient</li> <li>Tailor medication regimens to the patient's daily routine</li> <li>Reduce complexity of medication regimen</li> <li>Provide appropriate follow-up care</li> <li>Reward adherence and good or improving performance</li> <li>Involve family members for social support</li> </ul>
<p><b>Provider communication</b></p> <p>Source: Gottleib, 2000</p>	<ul style="list-style-type: none"> <li>Adopt a friendly rather than a business-like attitude</li> <li>Spend some time conversing about nonmedical topics</li> <li>Avoid medical jargon</li> <li>Use short words and short sentences</li> <li>Give clear instructions on the exact treatment regimen, preferably in writing</li> <li>Repeat instructions</li> <li>Make advice as specific and detailed as possible</li> <li>Ask the patient to repeat what has to be done</li> </ul>