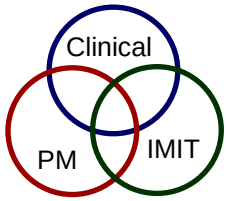
Self-Management Pathway



(4-8 weeks)

- Implement action plan using 3Qs technique with selected patients (5-10)
- Develop & use patient agenda form
- Reflect on lessons learned
- Initiate patient satisfaction survey
- Complete practice satisfaction survey
- Problem-solve with practice staff
- Troubleshoot issues with support team

(6-10 weeks)

- Follow-up with previous patients
- Use motivational interviewing while cognizant of Stages of Change (5-10 patients)
- Reflect on lessons learned
- Problem-solve with practice staff
- Troubleshoot issues with support team

(8-12 weeks)

- Follow-up with previous patients
- Refine technique or try a different communication technique with additional patients
- Create a run chart
- Reflect on lessons learned
- Complete surveys
- Problem-solve with practice staff
- Troubleshoot issues

Pre-work | **LS1** | **AP1** | **LS2** | **AP2** | **LS3** | **AP3** | **LS4** | **Ongoing**

Month 0 — **Month 8-12**

- Assess current self-management approach
- Identify new roles
- Use the 3Qs technique using role play
- Learn steps of action plan development
- Develop an action plan to use 3Qs technique/ develop patient agenda form

- Share successes & challenges
- Learn the importance of baseline measurements
- Discuss the Stages of Change & changing behaviours
- Examine the Importance-Confidence model
- Practice motivational interviewing

- Share successes & challenges
- Identify additional communication techniques
- Use 5As framework
- Practice communication techniques
- Learn how to create a run chart

- Share successes & challenges
- Discuss challenges of follow-up
- Discuss sustainability
- Deliberate on run charts and surveys results
- Module summary