Problem: How do we support FPNs to develop behaviour change support competence without overwhelming them with learning demands? Implement a kernel of practice change.

New FPN at KFHT was eager to develop behaviour change support competence; however felt overwhelmed with other new learning and busy practice. Agreed to try small, incremental practice change with HSM support.

PLAN DO

FPN used 1 new question in conversation with patients who would benefit from behaviour change: Would you be interested in hearing about the things that have helped other patients in this situation?

FPN consistently uses this question in practice instead of providing information without permission of patient. This kernel of practice change has been shared with other FPNs who are beginning to experiment with the question.

ACT STUDY

response when she asked this question: "They uncrossed their arms, sometimes made eye contact, shoulders relax, see they aren't alone, we can talk about small behaviour change actions to try". FPN practice change is small and effective.