

Making Every Contact Count (MECC)



Developing people
for health and
healthcare

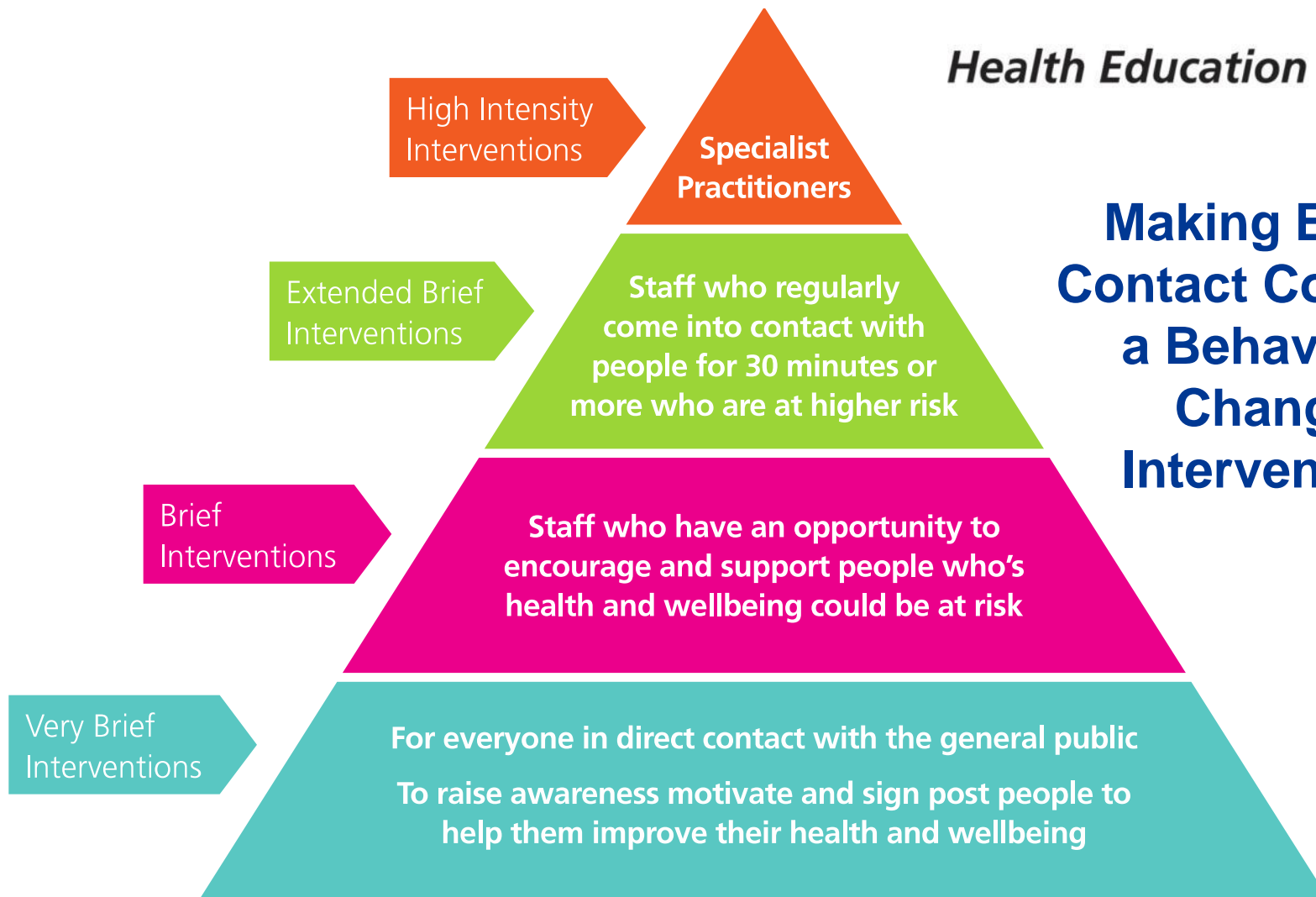
What?

Making Every Contact Count?

Making Every Contact Count **enables organisations and individuals** to develop and be able to use a **different approach** to working with people to address health and wellbeing. **Telling** people what to do **is not the most effective way** to help them to change. Making Every Contact Count is about altering **how we interact with people** through learning **how to recognise opportunities** to talk to people about their wellbeing.



Making Every Contact Count as a Behaviour Change Intervention



Behaviour change interventions mapped to NICE Behaviour Change: Individual Approaches
<https://www.nice.org.uk/Guidance/PH49>

Making Every Contact Count Impact

- Builds competence and confidence to support people.
- Promotes a person centred approach.
- Supports self-management.
- Enables screening conversations (i.e. Audit-C)
- Enables peer support and encourages staff wellbeing.
- Development of transferrable skills to drive quality.
- Promotes a solutions focused approach.
- Encourages a coaching culture.
- Develops skills in communication.
- Recognise collective role in prevention.