

STEP 9: PROVIDE FOR INCENTIVES AND ENABLERS

Incentives and enablers are forms of assistance that your program can offer patients to help them overcome barriers, motivate them to be tested for LTBI, or induce them to adhere to treatment. Incentives and enablers are an important patient-centered strategy for boosting the number of patients who complete LTBI treatment.

Incentives and enablers have been defined in a variety of ways. Enablers are often described as actions and services that remove barriers to therapy, such as providing bus tokens to allow the patient to get to the clinic. Incentives, on the other hand, are the “carrot on the stick” that may motivate the patient to adhere to treatment and serve as a reward. Incentives could include movie passes, a certificate of completion of therapy, or other services directed toward the patient’s recreation or enjoyment. Other examples of successful incentives and enablers have included meal and shopping coupons, hygiene kits, and housing.

For more detailed information, please refer to the “Use of Incentives and Enablers” section of [Background Guide 3](#).

ACTIVITY 9-A

Research possible incentives and enablers that would meet the needs of your target groups and motivate your patients and which are feasible for your program to provide. Consider your own resources as well as skills, programs, goods, and services that could be provided by community partners and local organizations.

ACTIVITY 9-B

Decide on an initial menu of incentives and enablers. Over time, this list is likely to be modified as new patient needs are identified, new partnerships are established, and the success and feasibility of various incentives and enablers is evaluated.

ACTIVITY 9-C

Identify sources for the selected incentives and enablers and make the necessary arrangements to have them available for distribution.

ACTIVITY 9-D

Establish guidelines and procedures for the disbursement of incentives and enablers, including:

- *Eligibility:* decide which patients are qualified to receive particular incentives or enablers and under what circumstances
- *Authority:* determine which staff members are authorized to disburse particular incentives or enablers and under what circumstances
- *Distribution:* develop a distribution plan for the incentives and enablers. Identify how these items will be sent to the field
- *Tracking:* develop a system and procedure for keeping track of incentives and enablers given to each patient and documenting decisions made about them

ACTIVITY 9-E

Set up referral mechanisms to link patients with programs, goods, or services that your program cannot provide.

ACTIVITY 9-F

Plan for regular evaluation of your incentives and enablers so that their effectiveness can be assessed, problems can be identified and resolved, issues of funding and resources can be addressed, and modifications can be made as needed.