

Principles for Providing Quality Counseling

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shaping the future
of sexual + reproductive health.™

Objectives

- 1) Describe the 5 Principles for Providing Quality Counseling.
- 2) Identify strategies to incorporate these principles into all client encounters.
- 3) Apply Motivational Interviewing techniques to your work in order to maximize rapport and promote healthy behaviors.

Principles for Providing Quality Counseling

- Establish and maintain rapport with client.
- Assess the client's needs and personalize discussions accordingly.
- Work with the client interactively to establish a plan.
- Provide information that can be understood and retained by the client.
- Confirm client understanding.

Motivational Interviewing

- Start from a place of respect
- Guiding not directing
- Not “me vs. you” rather...
“us together on the same side”
- Help patients feel ***motivated*** by
having them verbalize their own goals
- Identify what is personally meaningful or of value
to the patient rather than those things that we as
HC staff think are most important

4 Main Skills of Motivational Interviewing

1. Open Ended Questions
2. Reflective Listening
3. Exploring Ambivalence
4. Elicit/Provide/Elicit Model

Open Ended Questions

- Encourage patient to do most of the talking
- Elicit more information
- Allow patient to focus on what's important to him/her
- Cannot be answered “yes” or “no” or with just one word
- Good format for evaluation questions

Open Ended Questions

Instead of “Do you like the pill?”

- **Say “How is the pill working for you?”**

Instead of “Do you use condoms every time?”

- **Say “How often do you use condoms?”**

Instead of “Have you considered the Mirena?”

- **Say _____**

Open Ended Questions

Instead of “Are you happy about this pregnancy?”

▪ **Say** _____

Instead of “Are you planning to stop smoking?”

▪ **Say** _____

Instead of “Would you feel ok about having an abortion?”

▪ **Say** _____

Open Ended Questions

Instead of “Do you understand how to use the ring?”

▪ **Say** _____

Instead of “Are you ok with the possible side effects of the shot?”

▪ **Say** _____

Instead of “Do you have any questions about the warning signs for the pill?”

▪ **Say** _____

Reproductive Life Plan (RLP)

What is a RLP?

- A self-assessment of life goals as it relates to having children
- Goals could include several broad categories
 - Planning a Family
 - Education
 - Work/Career
- We assist or guide as needed

RLP: Purpose

- 1) To reveal the patients intentions regarding reproduction,
- 2) So *she or he verbalizes* what is most important to *them*,
- 3) So they can:
 - obtain necessary information
 - adhere to their own plan
 - make (better) choices
 - fulfill their own goals.

***Ambivalence is expected**

The One Key Question[®]

“Would you like to become pregnant
in the next year?”

- The Oregon Foundation for Reproductive Health’s **ONE KEY QUESTION[®]** Initiative is endorsed by 19 professional organizations and associations
- Encourages all primary care providers to ask women about their reproductive health needs
- To more fully support women’s sexual and reproductive health

Follow-up RLP Questions:

- How would it be if you were to become pregnant over the next few months?
- What do you want to do before you become a parent (or have more kids)?
- How would you feel if you became pregnant now?
- What are you doing to prevent pregnancy until you are ready?

Reflective Listening

- Acknowledges the content and the feeling
- It indicates to the speaker that they have been heard and understood
- It helps the speaker clarify their thoughts and feelings
- It helps the listener understand what the speaker is thinking and feeling

Levels of Reflections

- Repeating
- Rephrasing
- Paraphrasing
- Reflecting Feelings

Reflective Listening

Repeating

“**So I hear you saying** ...(your boyfriend wants you to have a baby right now but you’re not so sure) **do I have that right?**”

Rephrasing

“(You’re not sure you want a baby right now but your boyfriend does)... **is that what you mean?**”

Paraphrasing

“**It sounds like you....**(really want to be reassured every month that you are not pregnant and that is what you like about your getting your period once a month)?”

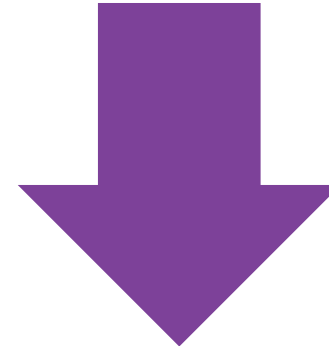
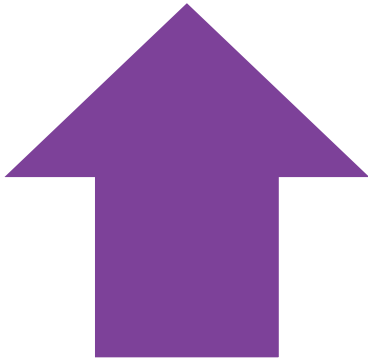
Reflecting Feelings

“**So it appears you have some feelings about...** (this pregnancy test result. How do you feel?)”

Ambivalence

On one hand we want to
accomplish our goals

Rewards



Obstacles

On the other are many
obstacles

Obstacles to Using LARCs

- Fear of side effects
- Have to come back to office to stop using
- Cost
- Pain with insertion
- Having something “in” my body
- My partner will stop wanting to use condoms

Understanding Objections

If we listen well enough to identify where the resistance has come from,
we can develop discrepancy
(describe the ambivalence)

Developing Discrepancy

Definition:

To create and amplify the discrepancy in patient's mind between present behavior and broader goals

Accept Ambivalence

- Expect
 - Look for
 - Find
 - Accept
 - And **help resolve** ambivalence

We guide patients towards decision-making that is in line with their own goals by helping them explore and resolve their own ambivalence.

Information Sandwich: Elicit/Provide/Elicit model

Sandwich the information you want to give
between questions:

HC Staff (“elicit/question”):

“How would it be for you if you didn’t get your period while you are using the implant?”

Patient: “My mom always told me it was important to get my period every month.”

Information Sandwich: Elicit/Provide/Elicit model

Sandwich the information you want to give between questions:

HC Staff (“provide more information”):

“Your mother is right, it’s great that you know that... If you are not using a hormonal birth control method, missing your period could be a sign that something is wrong. But, it's interesting that it's exactly opposite if a woman uses contraceptive hormones, the hormones keep her uterus and ovaries safe and she doesn't need to have periods to stay healthy.”

HC Staff (“elicit/rephrase question”):

“Knowing that, how would it be for you not getting periods while using the implant for birth control?”

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How Will You Provide Quality Counseling?



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