

PATIENT ASSISTANCE TOOLS

PROBLEM SOLVE (THE 3 OS): Help patient assess and solve problems.

First, establish the problem and state it clearly. Then use the 3 Os:

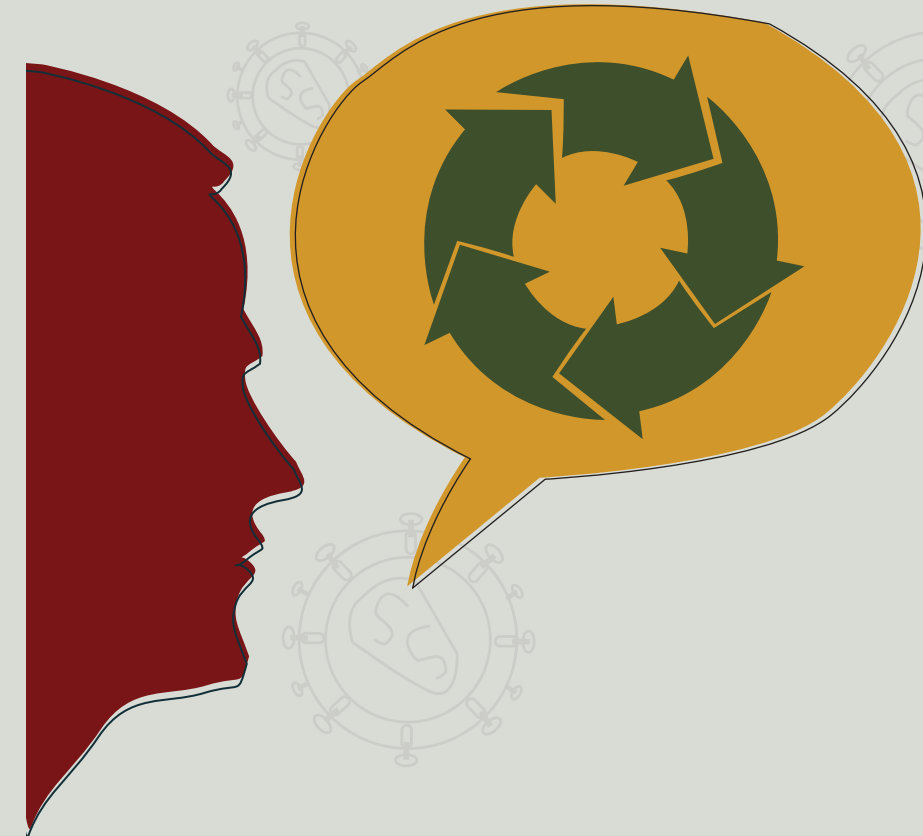
- **O**ptions – Tell me some different ways the problem might be solved.
- **O**utcome – What might happen if you use that option?
- **O**rder – Where would you like to start?

Talk to Your Provider (ABCC): Suggestions to help patient talk to providers.

- **A**sk Questions – keep notes of what you want to talk about and bring a list of questions with you to your appointment
- **B**e Organized – keep all of your health information in one place so you can find it easily; bring a pencil, paper, and your calendar to all of your appointments; take notes so you can refer to them after your appointment
- **C**ommunicate Concerns – tell your provider about your concerns, your symptoms, your problems, your fears, your goals, etc.
- **C**larify – make sure you understand before you leave the provider's office



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ALL MOTIVATIONAL INTERVIEWING ALL THE TIME

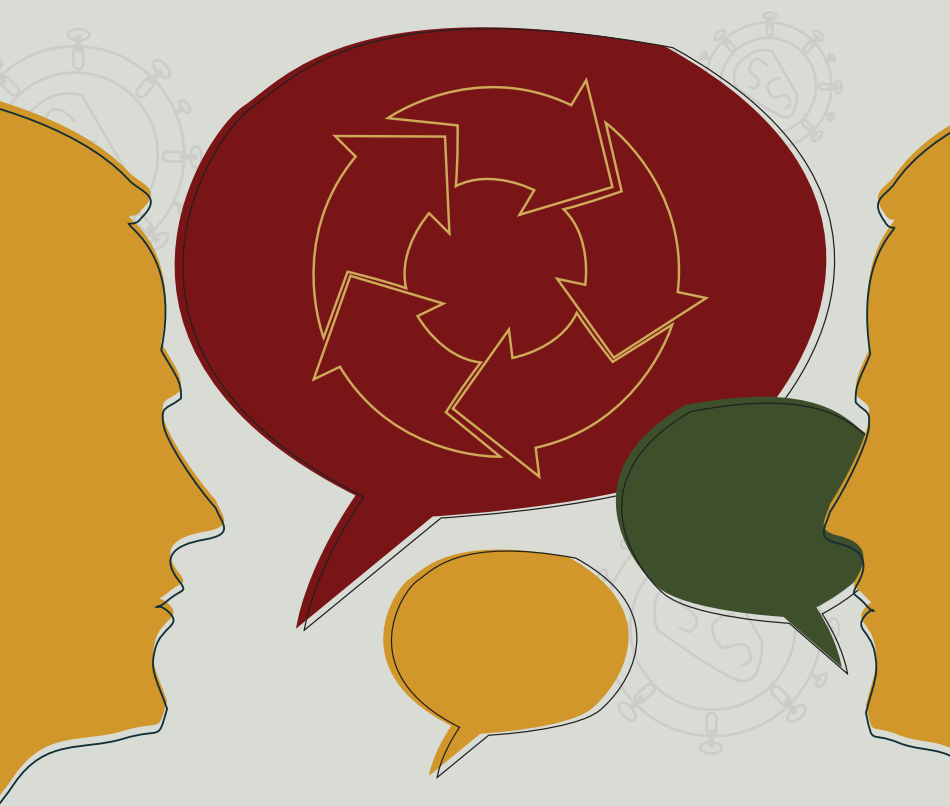
POCKET GUIDE FOR HEALTH COACHES

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STEPS IN PATIENT INTERACTIONS

- **R**apport development
- **A**ssess strengths, barriers, and areas of focus
- **I**dentify needs
- **D**o: teach, assess, engage, and support patient
- **S**upport change
- **+D**ocument

MOTIVATIONAL INTERVIEWING STRATEGIES

OARS: Build relationships and get to know the patient.

- **O**pen (vs. closed) questions – elicit information, feelings
- **A**ffirmations – positive reinforcement
- **R**eflections – repeat, rephrase, paraphrase
- **S**ummary – key points raised by patient

ELICIT-PROVIDE-ELICIT: Assess patient knowledge and skills, correct misconceptions, and add information for the patient.

- **E**licit what the patient already knows
- **P**rovide new information to fill in the blanks
- **E**licit patient’s response to new information

LURE: Avoid unhelpful communication to build relationships and help the patient understand his/her power to make and act on personal decisions.

- **L**isten to your patient
- **U**nderstand your patient’s motivations
- **R**esist the urge to correct the patient (avoid the “righting reflex”)
- **E**mpower your patient

DARN: Use to guide discussions about behavior change:

- **D**esire for change: What is it that you would like to change about ... ?
- **A**bility to change: What strengths or skills do you have that would help you make this change?
- **R**easons for change: How would things improve for you if you made this change?
- **N**eed for change: what makes now the time for change?

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Reference

Rollnick, S., Miller, W.R., & Butler, C.C. (2008). *Motivational interviewing in health care: Helping patients change behavior*. New York, NY: Guilford.

