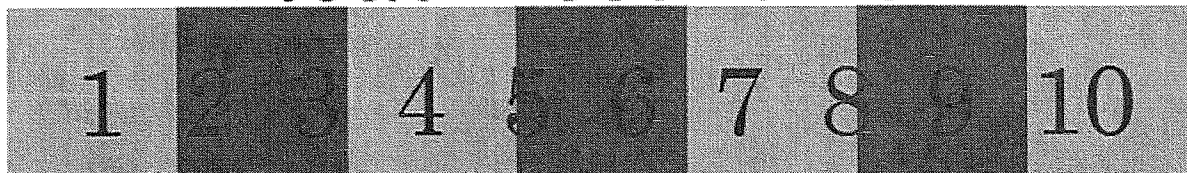


## Readiness Ruler



*Not Ready*

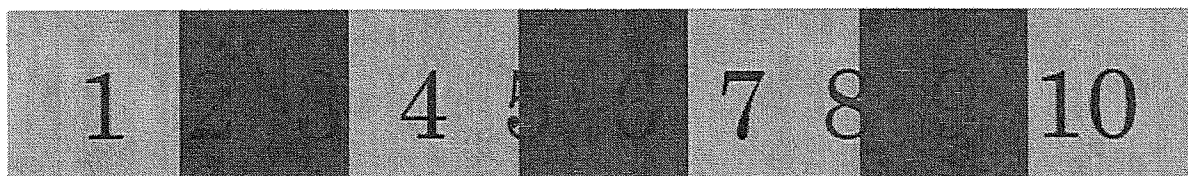
*Ready*

How *Important* is it to you to change this?

Why are you at \_\_\_\_ and not zero?

What would it take for you to go from \_\_\_\_ to a (higher number)?

## Confidence Ruler



*Not Confident*

*Confident*

How *confident* are you that you can change this?

Why are you at \_\_\_\_ and not zero?

What would it take for you to go from \_\_\_\_ to a (higher number)?

The answers to these questions help build an action plan



## OPTION COUNSELING

### Using Motivational Strategies

Precontemplation	Needs	Appropriate Motivational Strategies
<p>The consumer is not considering a change, is resistant toward making changes, or is unlikely to take any action</p> <p><i>Raise Doubt</i>-Increase the consumer's perceptions of the current risks and problems.</p> <p><i>Roll with Resistance</i>-Avoid trying to convince.</p>	<p>The consumer/family needs information linking the immediate issues with future problem. The consumer might need:</p> <ol style="list-style-type: none"> <li>1. Education</li> <li>2. Support</li> <li>3. Options</li> </ol> <p><i>Assess readiness to change or accept services(scale of 1-4)</i></p>	<ol style="list-style-type: none"> <li>1. Establish rapport, ask permission, and build trust.</li> <li>2. Raise doubts or explore their perception of the situation: <ul style="list-style-type: none"> <li>• <i>Tell me what things were like before.</i></li> <li>• Offer facts about a chronic disease, care options, costs, etc.</li> <li>• Explore-what is good about their situation now and what is not-so-good about their situation now. What do they want more of or less of in their life?</li> <li>• Explore their perceptions of other's concerns: family, MD, neighbors, friends.</li> <li>• Question discrepancies: <i>On the one hand, you are telling me you want help, yet you are refusing most of the suggestions today. Can you tell me about that?</i></li> </ul> </li> <li>3. Keep the door open for more contact.</li> </ol>
<p>Interview Approaches:</p> <ol style="list-style-type: none"> <li>1. Express concern about the issues that you assess as dilemmas.</li> <li>2. State concerns non-judgmentally.</li> <li>3. Agree to disagree with the severity of the problem if in conflict.</li> <li>4. Suggest bringing a family member to a family meeting.</li> <li>5. Emphasize that you will be available for future calls or meetings.</li> <li>6. Explore the consumer's <i>perception</i> of the problem/dilemma.</li> <li>7. Emphasize the gap between where the person is and where they want to be.</li> <li>8. Encourage consumer to present reasons they may want to change.</li> </ol>		

Contemplation	Needs	Appropriate Motivational Strategies
<p>The consumer is aware of some of the pros and cons about accepting help or making changes. They are not yet committed to making the change.</p> <p><i>Consumer thinks they want help but are not sure.</i></p> <p><i>Consumer may be aware of the difficulties of change.</i></p> <p><i>Tip the decisional balance- evoke reasons for change and ideas to overcome barriers.</i></p>	<p>The consumer/family needs to explore feelings of ambivalence and the conflicts between what they need/want and what they are willing to accept.</p> <p>The goal:</p> <ol style="list-style-type: none"> <li>1. To increase awareness of the consequences of inaction or action.</li> <li>2. Promote free choice.</li> <li>3. Look toward the future: <i>If things remain the same and no one is helping you, what will things look like 6 months from now? One year from now?</i></li> </ol> <p><i>Assess readiness to change or accept services(scale of 1-4)</i></p>	<ol style="list-style-type: none"> <li>1. Normalize ambivalence-<i>Many people struggle with this same issue. Change is hard.</i></li> <li>2. Help the consumer tip the decisional balance scales toward change. Decision support by: <ul style="list-style-type: none"> <li>• Discuss the pros and cons change.</li> <li>• Encourage owning the reason for change; <i>I want to do this, not my family wants me to do this.</i></li> <li>• Explore consumer's personal values in relation to the change needed.</li> <li>• Promote choice and self determination.</li> </ul> </li> <li>3. Praise self-motivational statements and commitment talk.</li> <li>4. Reinforce consumer's strengths and ability to make changes and choices.</li> </ol>

## Interview Approaches:

1. Reflective Listening and summaries of interview. *What I hear you saying....*
2. Review the pros and cons the consumer has identified.
3. Search for motivators. What does the consumer want more of or less of? Ask consumer to talk to you about a time when things were going well: *I remember before Harold had dementia and the kids were at home, I felt best when I had 2 days a week to have coffee with friends. That kept me balanced.*
4. Point out discrepancies between values/goals and actions as described by the consumer. *You tell me your children would always help and you love their help, yet you have only asked your daughter once to come to the house and sit with Harold as you went to the store.*
5. Rate change readiness and what steps would need to be taken to move toward change.

Preparation	Needs	Appropriate Motivational Strategies
<p>This step only begins once the consumer has committed to taking the next steps.</p> <p><i>Help consumer/family determine the best course of action: Develop a Plan.</i></p>	<p>The consumer needs to work on strengthening commitment to accepting help or making a change:</p> <ol style="list-style-type: none"> <li>1. Review options clearly with details.</li> <li>2. Reaffirm it is their choice to make.</li> </ol>	<ul style="list-style-type: none"> <li>• Clarify goals, strengths and strategies.</li> <li>• Offer a menu of options specific to the individual, including public and private resources.</li> <li>• Offer additional information that may be helpful.</li> <li>• Clarify roles and abilities of natural support people/family.</li> <li>• Evaluate pros and cons of options/ideas.</li> <li>• Explore consumer's expectations for services or support activities.</li> <li>• Assist the consumer in negotiating any barriers: transportation, finances, family acceptance.</li> <li>• Complete <b>Action Plan</b> to leave with the consumer and family.</li> </ul>
<p>Interview Approaches:</p> <ol style="list-style-type: none"> <li>1. Validate choices made and the significance of making the decision to move ahead.</li> <li>2. Affirm strengths and your belief that they can do this.</li> <li>3. Help complete the action plan with timelines.</li> <li>4. Be realistic about potential bumps in the road. Assure your continued support.</li> </ol>		

Action	Needs	Appropriate Motivational Strategies
<p>The consumer begins implementing the action plan. The first steps are taken, but the plan is not stable yet.</p> <p><i>Help consumer implement the plan:</i> Use skills; problem solve; support self-efficacy</p>	<p>The consumer needs help executing the action plan.</p> <ol style="list-style-type: none"> <li>1. Help with links to home care, day care, housing, LTC programs.</li> <li>2. Follow up to reassess the plan and assure links are secure.</li> <li>3. Praise steps taken.</li> </ol>	<ul style="list-style-type: none"> <li>• Acknowledge the fear and frustration the consumer may feel as they move forward.</li> <li>• Reinforce small steps taken and celebrate their success.</li> <li>• Problem-solve barriers and work with providers to assure links are smooth.</li> <li>• Reinforce the positive change that the consumer may begin to see.</li> <li>• Engage family and informal supports to reinforce steps taken toward change.</li> <li>• Mentor new relationships for the consumer with service providers.</li> <li>• Continue to assess needs, barriers and resources.</li> </ul>
<p>Interview Approaches:</p> <ol style="list-style-type: none"> <li>1. Be a source of encouragement and support.</li> <li>2. Acknowledge barriers, but reinforce their brave steps.</li> <li>3. Summarize positive changes that have occurred.</li> </ol>		

Maintenance	Needs	Appropriate Motivational Strategies
<p>Consumer uses services and supports and integrates into new service systems.</p> <p><i>Help consumer identify and use strategies to prevent plan failure-resolve associated problems</i></p>	<p>Future orientation. When following up, discuss planning for a change in condition, or change in needs.</p> <p>Assess long term support needs.</p>	<ul style="list-style-type: none"> <li>• Support choices consumer made with their plan.</li> <li>• Affirm the consumer's ability to solve their problems and make decisions that work for them.</li> <li>• Develop a crisis plan or plan B should things change.</li> <li>• Leave the door open for further contact if needed by the ADRC.</li> </ul>
<p>Interview Approaches:</p> <ol style="list-style-type: none"> <li>1. Anticipate and discuss possible difficulties in the future.</li> <li>2. Support the person's resolve.</li> <li>3. Reassess for any changes in follow up contacts.</li> </ol>		

Relapse	Needs	Appropriate Motivational Strategies
<p>When things change</p> <p><i>Help consumer recycle through the stages without becoming stuck or embarrassed</i></p>	<p>Reassess needs, adapt action plan.</p> <p>Engage consumer, providers and family to take a new look at the situation</p>	<ul style="list-style-type: none"> <li>• Help the consumer re-enter the change cycle by reflecting on what has worked in the past when working with the ADRC</li> <li>• Explore why things may have changed and evaluate if system, people, or the consumer made changes.</li> <li>• Encourage the strength of having made adaptation once, and reinforce that they can do it again.</li> </ul>
<p>Interview Approaches:</p> <ol style="list-style-type: none"> <li>1. Explore what can be learned by the new challenges.</li> <li>2. Validate and praise consumer for seeking assistance.</li> <li>3. Remain non-judgmental but realistic about why things may have relapsed.</li> <li>4. Reaffirm self-efficacy and focus on what is achievable.</li> <li>5. Engage family and others to rally additional support.</li> </ol>		

Reference: Miller, W. R., & Rollnick, S. Motivational interviewing: Preparing people for change (2nd ed.) (2002). New York: Guilford Press.

