



Collaborative Screening Skill-Building Series Facilitate Referrals with Ask-Offer-Ask

November 9, 2022, 12pm-1pm

Reminders

This learning event is being recorded.

Recording and slides will be shared.

BACKGROUND



The Association supports community health centers to establish and maintain social needs screening programs to connect clients to needed resources and better inform care leading to improved health outcomes and lives for clients.

We host a monthly Social Determinants of Health Workgroup to enable peer discussion, share best practices and challenges and training on helpful topics.



Washington
Association for
Community Health



*With generous support from the
Kaiser Foundation Health Plan of
Washington*

PRESENTER



COLLABORATIVE SCREENING
Guidance for Person-Centered Inquiry



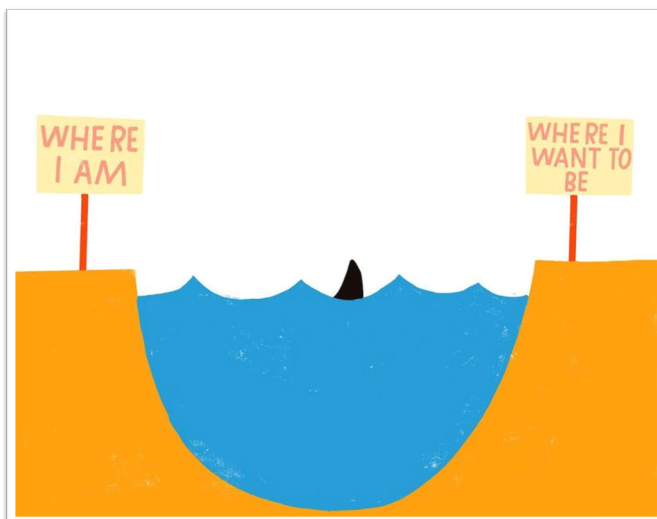
Ariel Singer
Healthcare Transformation Strategist,
Facilitator and Trainer

Why MI in general?

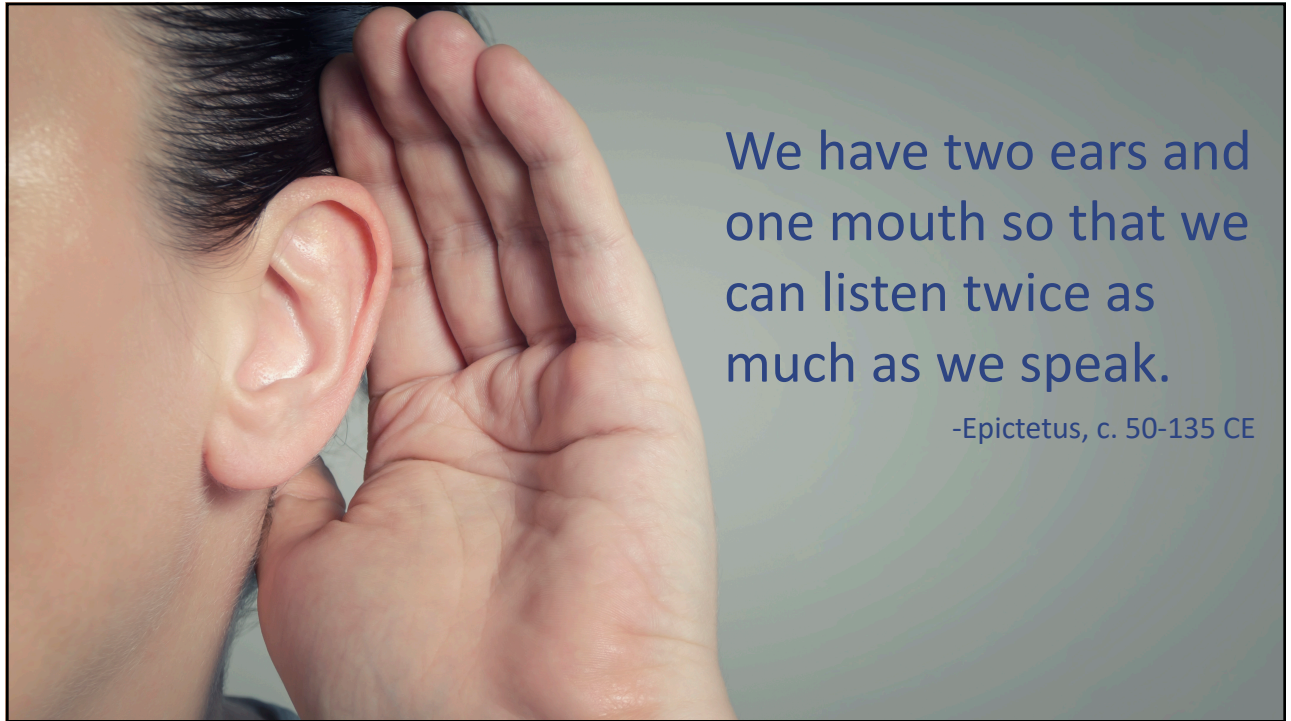


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Why MI for this?



<https://lisacongdon.com/>



Beliefs and Application

- I have some expertise, and clients are the experts on themselves.
 - I find out what information clients want and need.
 - I match information to client needs and strengths.
 - Clients can tell me what kind of information is helpful.
 - Advice that champions client needs and autonomy can be helpful.
- Miller and Rollnick, 2013*
- Health education about new diagnoses, chronic disease self-management, prevention, behavioral risk and protective factors, treatment options and pretty much any other type of health education
 - Referrals to social services and community-based organizations
 - Referrals to health care specialists
 - Discussions about behavior change
 - Developing care plans
 - Writing new prescriptions
 - Offering advice of any kind
 - *Any time you want to demonstrate respect and support for patient expertise*

Start by Asking

- **Permission**
 - “Would it be ok if we talk for a few minutes about XYZ?”
- **Interest**
 - “Are you interested in discussing XYZ today?”
 - “Would you like a referral for XYZ?”
- **Prior knowledge or experience**
 - “What do you already know about XYZ?”
 - “What have you already tried for XYZ?”
- **Family or cultural perspectives**
 - “What would your grandmother/auntie/father/elder do about XYZ?”
 - “What does your community do about?”
- **Menu of Options**
 - “There are a few different aspects of XYZ that we could discuss today. We could talk about services we offer here, referrals we can make, or things you want to try on your own. What would be most helpful for you?”

Follow by Offering

- **Small dose**
 - “Here are just a couple of things I can share with you about XYZ.”
- **Clear information**
 - Avoid jargon
 - Use plain language
- **Autonomy support**
 - “I can share this information with you, but it’s up to you what you want to do with it.”
 - “Here are some key facts that I think are important, but what comes next is up to you.”
 - “These are all your choices to make.”

End with Asking

- **Interpretation**
 - “What does this mean to you?”
 - “What are your key takeaways on this?”
- **Reactions**
 - “How are you feeling about what I’ve shared?”
 - “What do you make of this?”
 - “What are you thinking at this point?”
- **Questions**
 - “What questions do you have?”
 - “What else are you still wondering about XYZ?”
- **Next Steps**
 - “Where do you think you’ll go from here?”
 - “What seems like a good next step?”

Ask-Offer-Ask

Dentist: Hi Emily, It's been a while. This is something new. You got your lip pierced.

Emily: Um, I got it done about a month ago.

Dentist: What made you decide to get a lip piercing?

Emily: I don't know, I just felt like something different. I was getting bored and I don't know, it's kind of nice to stand out a bit, I guess.

Dentist: Hmm, yeah, it does look nice.

Emily: Thanks.

Dentist: You know, as your dentist, I have a couple of concerns about lip piercings or any oral piercings. I wonder what you have heard about lip piercings or having an oral piercing can affect your teeth or gums?

Emily: I don't really, I mean, I'm sure that it might push on my gums or teeth. But I don't know how much it will impact that, I mean I've got pretty good teeth.

Dentist: You do have beautiful teeth. I tell you that every time you come in. Would it be ok if I share some information with you about how this kind of piercing can affect your teeth?

Emily: Um, yeah ok.

Dentist: I have had some patients with oral piercings and they can erode some of the gum right there at the front, so that's one thing. And the other thing I do see a fair amount is chipped teeth where the ring comes in contact with them. I wonder, what are your thoughts about that?

Emily: Well, I definitely don't want to mess with my teeth and I know I kinda already have low gums like you've been telling me for a while. But um, yeah, I guess I don't really want to wreck my teeth. Yeah, I didn't really notice any of the chipping.

Dentist: Yeah, certainly, there's been no problems. But you've only had it for a short time. What would make you decide that this isn't right for you?

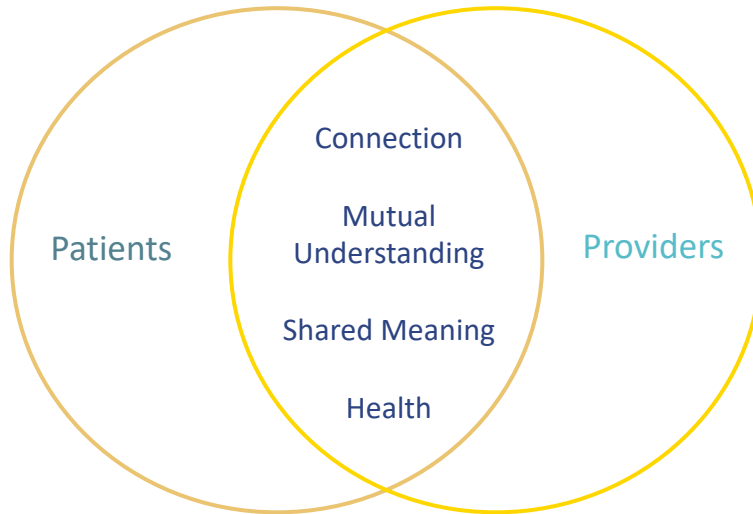
<https://www.youtube.com/watch?v=HMS6acj3Fjw>

Let's Practice

Scenario: I am a 72 year old woman with diabetes, high cholesterol, depression, and a family history of dementia. I moved to a new city not long before the pandemic started and have been pretty isolated in the last few years. This came up as a positive screening result and you want to discuss it with me.

Volunteers	Task	Name
Person 1	Ask permission	Carla
Person 2	Ask about prior knowledge or experience	Tina
Person 3	Offer education – why	Antrim
Person 4	Offer information - what	Trista
Person 5	Offer Autonomy Support	Julia
Person 6	Ask for reaction	Antrim
Person 7	Ask about next steps	April

What People Want



Collaborative Screening Skill- Building Series

July-December 2022 | Second Wednesday 12-1 PM

End with Clarity: Summaries and Teachback
December 14