

“Starting Insulin” Case:

Part 1: Which of the following ACTIONS to increase conviction (pink side) was used?

- A. Educate with permission
- B. Elicit change talk
- C. Query a “thinking about benefits goal”
- D. Respect a patient’s choice to not choose this goal as a priority

Part 2: Had she said “5” and “I don’t know why I chose that,” what could you ask? Write in the chat box your follow-up question.

Not Ready To Change FOCUS ON CONVICTION

Ask

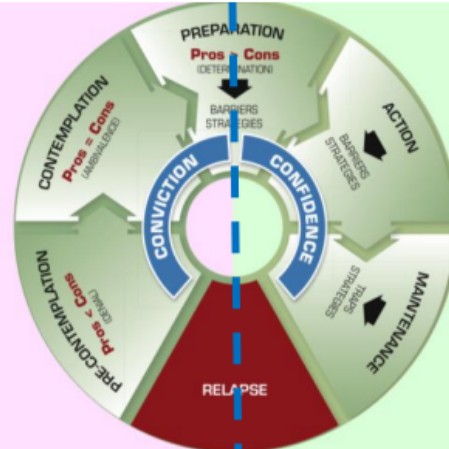
1. How do you feel about ...
2. On a scale of 0 to 10, how important is...
3. If you decided to ... how might that benefit you?

Assess

1. Low: Doesn't know textbook health benefits & sees no personal benefits to changing. Choose an action below.
2. Medium: Knows textbook benefits, but no personal reason for those to matter. Knowledge alone isn't enough. Choose an action below.
3. High: Verbalizes important personal benefits to change. This patient is ready to change. Move on to confidence, see right.

Act

1. Ask if you can provide information
 - Would you like more information on ...(behavior)? I want to be sure you have all the information you need to make an informed decision. I'll respect your answer.
2. Find personal benefits & link to behavior
 - Would you like more information on how ... (behavior) could help with ... (item that's important to them or bothering them)?
3. Elicit change talk --What made you say 5 instead of 1?
4. Explore with more open-ended questions, reflective listening, empathy, build trust (more trust = ↑ desire to act)
5. Query a “thinking about benefits” goal



Ready To Change FOCUS ON CONFIDENCE if high conviction

Ask

1. How confident are you that you could ... (insert behavior)
2. On a scale of 1 to 10, how confident would you be to ...

Assess

1. Low: 0 to 6. Choose an action below or a “planning” goal.
2. High: 7 to 10. Consider a “doing” goal.

Act

1. Identify barriers
 - What would get in the way of you(behavior)
2. Problem-solve barriers
 - What do you think would work to help with that barrier?
3. Focus on prior success
 - What worked in the past?
4. Add social supports
 - How would you feel about getting support from a friend or family member? What would that support look like?
5. Query a “planning” or “doing” goal

“Testing” Case:

What do you think? Choose one.

- A. Conviction was adequately asked & assessed
- B. Conviction was not adequately asked & assessed

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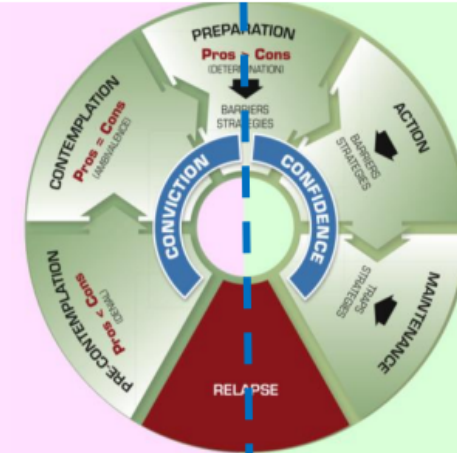
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“Glucagon” Case:

What two things might the research nurse have asked to have prevented alienating me? Write in the chat box.

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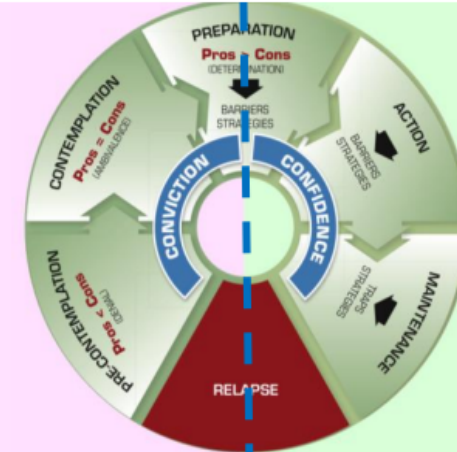
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“Carb Ratio” Case:

What do you think? Choose one.

- A. All is fine. Patient seems to have high conviction & high confidence as gets task done.
- B. Conviction was adequately assessed
- C. Conviction was not adequately assessed
- D. Harm might have inadvertently been done

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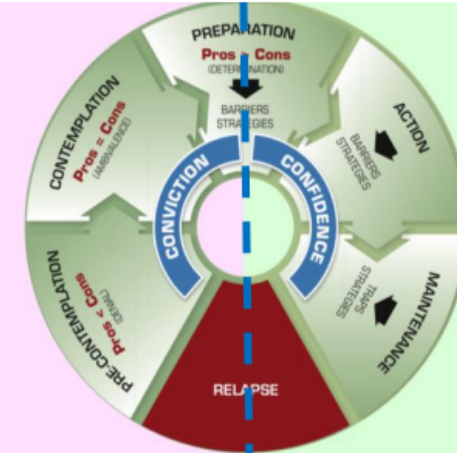
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