Counseling Highlights from PPS I
November 2003

What are the components of good patient-centered counseling? Think back to an effective physician or effective teacher. What did they do to help you use the information you were provided with. [It’s really everything below]

What is necessary for effective counseling? How do you counsel successfully?

- **Ask/Assess:** Elicit patient’s “story”, meaning of behavior to the patient, goals, values.
  - What does patient know about the health effects of this behavior?
  - What does patient get out of smoking?
  - What is their motivation? Remember, it's up to the patient. It's their choice.
  - Where on the spectrum of “stages of change” is the patient?
  - Identify triggers.
  - Identify barriers.
  - What would work for you?
  - **Smoking PMH:** What information do you need to elicit?
    - How long? How many?
    - Have they tried to quit before? What were the details?
    - Why do they smoke? What do they get out of it?
    - Nicotine dependency:
      - How soon after waking do they have their first cigarette?
      - Did you experience symptoms of withdrawal when you stopped before (craving nicotine, irritability, anxiety, difficulty concentrating, restfulness, increased appetite).

- **Advise:** Give data – How do you do this?
  - Does the age of the patient matter?

- **Assist:** How do you institute a plan with the patient?
  - Don't box patient into a corner. Give them control.
  - Collaborate on a plan.
  - Find a hook. What would be important to this patient? Try to use their words; their metaphors; their experiences.
  - Help patient recognize their own strengths and weaknesses. Find past experiences that show that they are strong and capable of making changes.
  - Explicitly express the ambivalence. "On one hand you.. On the other hand you…

Arrange follow up. ARRANGE FOLLOW UP!
Directive vs. non-directive counseling.

<table>
<thead>
<tr>
<th>Directive</th>
<th>Non-directive</th>
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<tbody>
<tr>
<td><strong>Give information and give opinion but let patient decide</strong></td>
<td><strong>Enhanced autonomy</strong></td>
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<td><strong>Paternalistic</strong></td>
<td><strong>Patient Centered</strong></td>
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Enhanced Autonomy:

*It is the patient's view of his/her best interest that prevails.*

**Bottom Line:**
- Counseling should *always* be **patient-centered**.
- Counseling should *always* be **goal-directed**.
- **The goal of counseling** should be a well informed choice that is consistent with a competent patient's values and beliefs.