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- Using a Menu Tool to enable Patient-Centered Collaborative Care

- Patient-Centered Collaborative Care Coaching for Health Professionals

- Western Massachusetts

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Only YOU know what is Important TO YOU

1. Only you know what is your point of view.

2. But sometimes, it’s not clarified yet, or you don’t know where to start.
Discovering What is Important to your Patients

3. Providing ideas and structure can help

4. Provides a chance for reflection

• Tool – Menu of things that might be on your mind…
Rate the **Importance** and your **Confidence** (Health Behavior Change, Miller, Rollnick, Butler), and **Change Readiness** (Prochaska, DiClemente) for the things that might be on your mind. Use a scale of 1 (low) to 5 (high) to rate how important this is to you and how confident you are that change could occur.

### Things on Your Mind

**Key**: rate on a scale of 1(low) to 5(high)

**Possible Examples:**

- **Medical concerns**
- **Physical discomfort and symptoms**
- **Questions about medications** (i.e. how they make me feel, problems with taking them)
- **Working with my doctor, nurse, coordinator, other**
- **Problems arriving to medical appointments**
- **Effects on my life from my health issues**
- **Sleeping relating concerns**
- **Coping at home with my health issues**
- **Health and family related issues/friends**
- **Feelings** (for example, feeling nervous, feeling down)
- **Health and intimacy/sexuality/reproduction**
- **Health and exercise, hobbies, recreation**
- **My health and my spirituality/religion**
- **Other**

### Sentence Completion option:

What’s bothering me is............ I want to be able to........... I want to learn more about.......... Does anybody else ever...........

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Discovering What is Important to your Patients

5. It can jumpstart the thinking process.

6. Tool allows time to “warm up” one’s thoughts, develop rapport, feelings of trust.

7. Tool provides thought amplification… does anybody else ever…..? Normalizes. You’re not alone, other people have had the same concerns. Do you have other concerns?
Key Concepts

• Always Ask Permission to open a subject (acknowledges patient sovereignty)

• Empathize (Reflection Exercise)

• Be Humble

• Assume you don’t know (“tell me how this is working for you”)

• Offer Options
Key Concepts

• Identify Change/Need/Concern Target (Tool)

• Staging Change Readiness (Readiness Map review with your patient)

• Pacing – Don’t race ahead of your patient

• “Reverse” Teachback - Clarify: “Do I understand correctly that you….”
Stages of Change

Precontemplation – I do not see need to change

Contemplation – I might need to change

Preparation – I am planning to change

Action – I am making a change

Maintenance – Efforts to reinforce my change

Prochaska & DiClemente, 1998