

***Supporting guests at COVID-19 isolation and
quarantine sites using Motivational Interviewing:
A jump start***

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King County

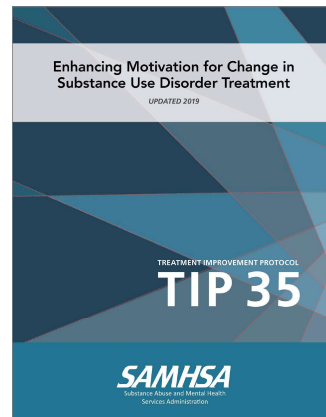
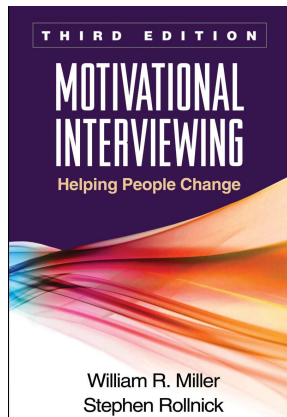
Department of Community and Human Services
Behavioral Health and Recovery Division

JENNIFER

Thank you supporting people as they get through their isolation and quarantine periods at the King County sites. Your efforts protect our community by stopping the spread of COVID-19.

I'm Jennifer Wyatt and I'm here with Margaret Soukup. We work for the King County Behavioral Health and Recovery Division, and we are Motivational Interviewing trainers.

References



<https://tinyurl.com/yxxlkqdn>

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MI is a collaborative conversation style for strengthening a person's own motivation and commitment to change. It features reflective listening to express empathy, and evoking a person's internal motivation for change according to their goals, values, and culture.

It was developed by Bill Miller and Stephen Rollnick. The material included here is from the 3rd edition of MI: Helping People Change.

Immediately available to you is SAMHSA's *TIP 35: Enhancing motivation for change in SUD treatment* manual. Download a digital version at the link on the slide and you can order an individual paper copy from SAMHSA for free if you like. Updated in 2019, the TIP 35 describes MI concepts and shares dialogue to demonstrate MI in action. While the focus is specific to SUD treatment; the concepts are relevant to many other situations.

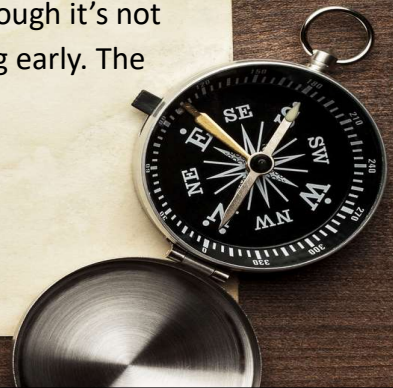
Our goal for this short recording is to give you a jump start into applying MI skills and strategies to this unique situation. We'll share an easy-to-remember guiding principle for interacting with guests, and demonstrate a skill for exchanging information using a scenario you might encounter at the sites. We will just scratch the surface of MI. At the end, we hope you'll feel more prepared to start your shifts and you'll have resources for further learning.

Evoking MI Spirit

You're a guest who tested positive for COVID-19. You're recovering from your symptoms in a room at the site. To prevent spreading the virus to others, you volunteered to stay according to the recommendations. You are starting to feel better and think it's safe for you to leave even though it's not time yet. You call the front desk to discuss leaving early. The **ideal person** answers the phone:

- What might the person say?
- What might the person do?
- How might the person treat you?

Variation on an activity by Jeff Allison



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Consider you're an guest

What would you want the ideal person to say or do?

How might they treat you?

They might reflect how hard it is to be isolated from others

They might show genuine interest in understanding what's important to you

They might ask how they can be most helpful

They might listen without telling you what to do

They might work **with** you to find a solution

In this jump start presentation, we'll give you some ideas for how to be the ideal person to talk with as you provide support to guests in the sites.

The catchy first line from Vanilla Ice describes the basic MI approach:

- **Stop**
(Jumping to problem-solving)
- **Listen**
(Say out loud what you think the person means; understand what matters to the person)
- **Collaborate**
(Use Elicit-Provide-Elicit)



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The first line from Vanilla Ice's 1990s classic, "Ice Ice Baby", happens to be very much in line with the general Motivational Interviewing approach, with a slight twist. And it's easy to remember.

As you interact with the guests:

-Stop: As team members, we want to help people get through their isolation and quarantine periods comfortably and safely. Sometimes this desire to help might come out as offering solutions to problems without first understanding how the person thinks and feels about the situation. We know what happens when we jump first to problem-solving: People bat away our well-intentioned ideas. They say things like, Yeah but; That won't work for me; I've already tried that. To avoid this trap, we stop jumping to problem-solving first, and move into Listen and Collaborate.

-Listen: A hallmark of MI is reflective listening. Put simply, you say out loud what you think the person means. This gives the person a chance to clarify if you haven't got it quite right; Whether you're right on or slightly off, they will get you back on track.

For example, if a person says, "I'm thinking about leaving early", they could mean that they're uncomfortable, that they're worried about something, that they need something, or that want to talk to someone. As a team member, you could reflect any one of those by

saying out loud what you think the person is communicating. You might say, “You’re feeling uncomfortable”; “You’re worried about something”; or you could ask “What’s on your mind right now?”.

Reflections are one way we express empathy, and we know positive outcomes result when the person feels we are genuinely interested in understanding what’s important to them. There’s more to know about reflections; this is a quick jump start. To summarize so far: **Stop** jumping to problem solving right away, and **listen** by reflecting out loud what you think the person means and working to understand what’s important to them.

-Collaborate: Margaret will describe a simple MI strategy for exchanging information called Elicit – Provide – Elicit. This is a concrete framework for challenging conversations you might have with guests at the sites, such as how to talk with guests who may want to leave before the recommended time, or guests who want friends or family members to visit, or any number of requests you might get.

Our collective goal is to keep the guests as safe and as comfortable as possible as they are joining the community’s efforts to stop the spread of COVID-19. This means we will need to find creative ways to accommodate requests. Your on-site team will be invaluable in this regard.

Remember, Stop, Collaborate and Listen.

Exchanging information

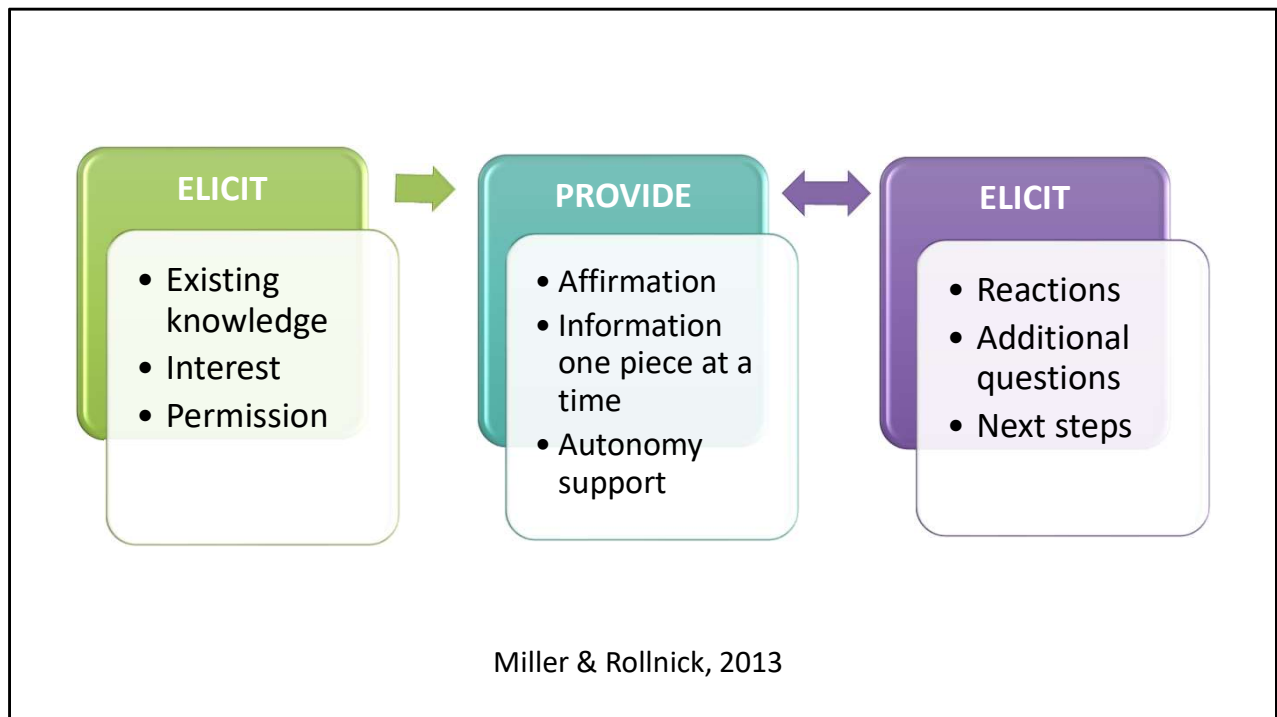
- As helpers, we often need to give people information as they consider if and how to make changes.
- Sometimes, it comes out all at once, making it hard for the person to understand how the information applies to their goals, values, and culture.
- Motivational Interviewing gives us a simple strategy for exchanging information.



MARGARET

As helpers, we need to give people information as they consider if and how to make changes. Sometimes we tell them everything at once which makes it harder for the person to understand how the information might apply to their individual goals, values, and culture.

MI guides us toward a different way of exchanging information making it manageable for the person to decide if and what they will do.



MARGARET

Earlier when we described how people tend to respond when we jump to problem-solving first: We're likely to elicit pushback as we haven't yet heard what they already know, what they'd like to know, or if they're open to hearing what we have to share before jumping ahead with our well-intentioned suggestions. In EPE, you sandwich small pieces of information in between eliciting what they already know, for example, and what they make of the information you shared.

Collaboratively, generate a menu of options, or at least more than one, so the person has a choice. Start with their ideas. Think about how this framework will help you have challenging conversations with guests who:

- Want to leave early because they are feeling better
- Want a friend to come in and stay
- Are not staying six feet apart from others
- Want a certain item (specific product not available) or saying they will leave
- Want to be with their families

These are all normal reactions to being isolated or quarantined from your regular life.

Remember the first exercise where you imagined the ideal person you'd like to talk to:

Someone who listens, works with you toward an outcome, someone who respects your ideas.

That spirit is essential to EPE, and will help all of us get through this unprecedented situation together (as we stay 6 feet apart).

EPE might sound like:

ELICIT

- “What do you already know about...?”
- “What would you like to know about...?”
- “May I share info with you about...?”
- “Is now a good time to talk about...?”

PROVIDE

- “Not giving this virus to others is important to you.”
- “You’re capable of deciding.”
- “What we know is...”
- “Others have found...”
- “The choice is yours.”

ELICIT

- “This surprises you.”
- “What do you make of that?”
- “What else would you like to know...?”
- “What might help you decide?”
- “What might be the next step?”

MARGARET

Here’s how EPE might sound in action (**talk through slide content**).

This is a menu, where you select which applies to the conversation, and most importantly, while giving the person time to share their reactions and consider how it applies to them.

If the person is very angry, you may choose to use your crisis communication skills to de-escalate them first: Short phrases, reflecting their feelings, normalizing that they’re in a tough situation, and when they’re ready to hear it, affirming your commitment to doing what you can, to keep everyone safe and comfortable while following the site rules.

Let’s try this: We’re going to demonstrate how to use EPE with a guest who wants to leave early because they are feeling better. As you listen to the demo, notice how the team member stops before jumping to problem-solving, and moves into listening and collaborating. Consider the impact EPE might have on the person’s willingness to collaborate with you toward a mutual outcome.

JENNIFER AND MARGARET DEMO

AFTER THE DEMO

We hope this demonstration gives you some ideas for having challenging conversations at the sites. Taking the time to understand what the guests already know, providing them with information to consider, and eliciting their thoughts and reactions gives people a chance to process. When people feel heard, they’re less likely to feel pressured or defensive. They tend to be more open-minded and willing to work through a tough situation.

Summary: Stop, Collaborate and Listen



Stop jumping first to problem-solving



Listen by saying out loud what you think the person means to understand what's important to them



Use Elicit – Provide – Elicit to exchange information and **collaborate** on an outcome

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We're coming to the end of the recording. Remember, Stop, Collaborate and Listen.

Resources for further learning

We hope this was a helpful jump start, and we know there's more to learn.

A Resource Guide with handouts and additional support materials is available to you.



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Collaborating includes reaching out to the team around you.



Contacts

- For Motivational Interviewing questions and technical assistance, please contact:
 - Jennifer Wyatt at jwyatt@kingcounty.gov
 - Margaret Soukup at Margaret.soukup@kingcounty.gov.
- For site-specific needs at the Isolation and Quarantine sites, please contact the Site Manager.

Thank you for contributing your time and energy to guiding our community through this unprecedented situation.

READ SLIDE CONTENT

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