

Queens Nursing Institute Scotland

Making change –
One conversation at a time

Thistle Foundation -Linsay Graham and Andrew Grimley

3 Horizons

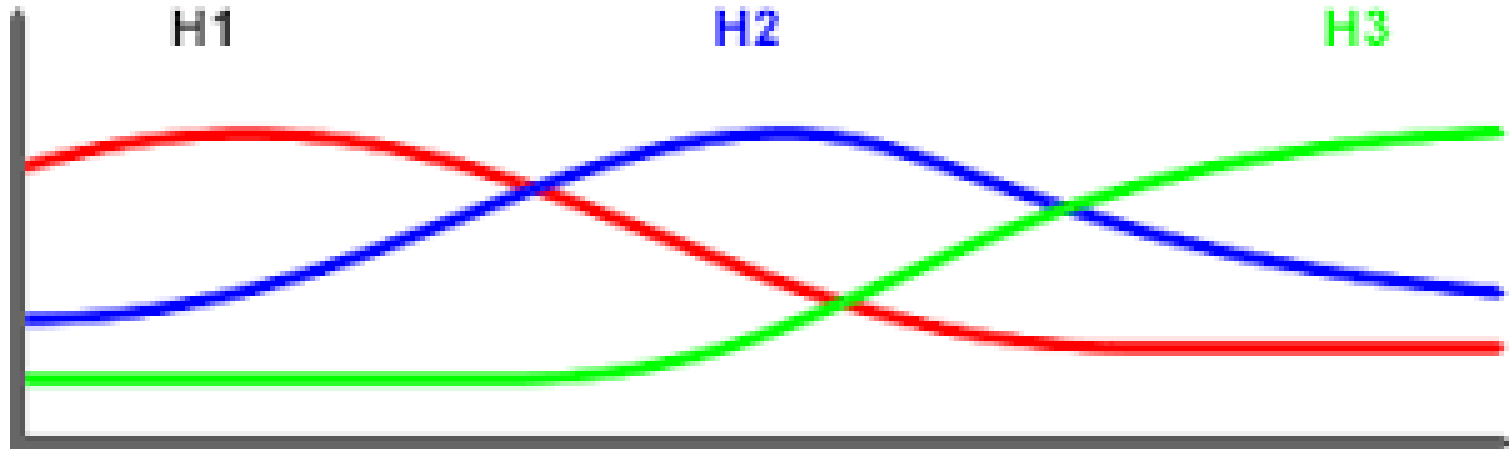
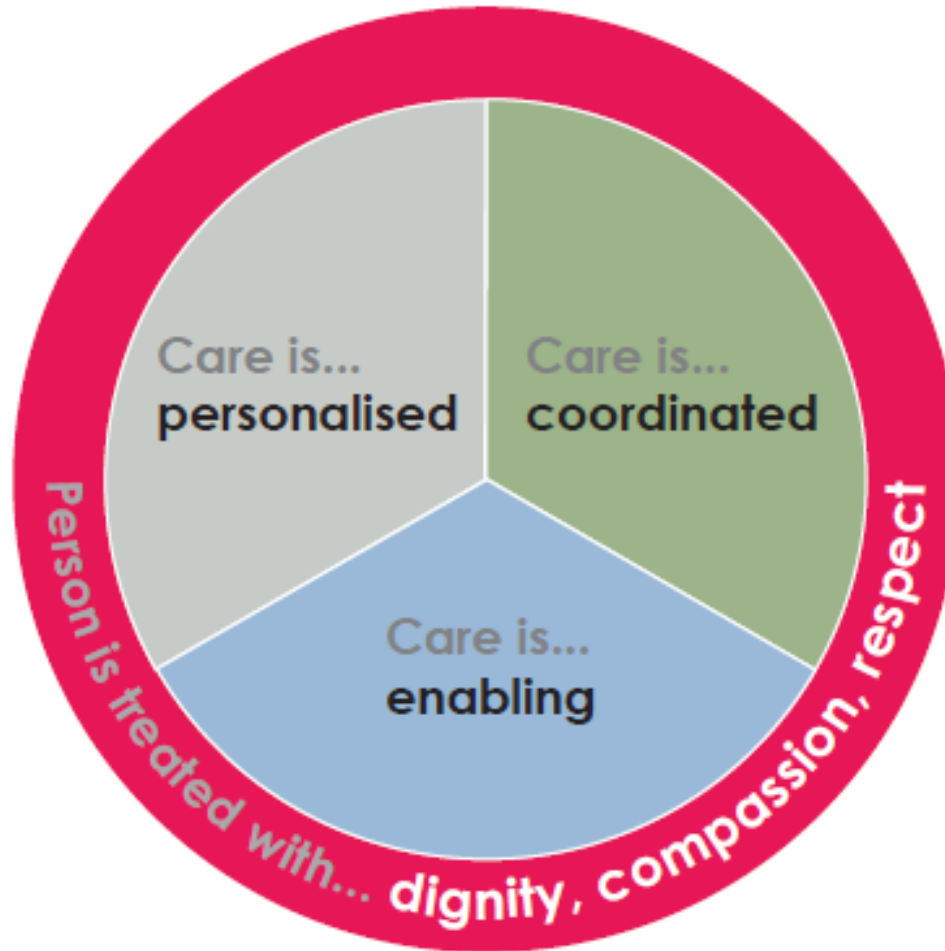


Figure 1: The four principles of person-centred care




Ref: Measuring What Really Matters, Dr Alf Collins, Thought Paper for the Health Foundation , April 2014

Shifting our mind-set: *from expert fixer to facilitator/enabler*

What % of consultation time
is taken by the practitioner talking?

80%



Half of what a person is told is forgotten¹ and **half** of what they remember is misunderstood²

1. Kessels RP. Patients' memory for medical information. *J R Soc Med.* May 2003;96(5):219-22.
2. Anderson JL, Dodman S, Kopelman M, Fleming A. Patient information recall in a rheumatology clinic. *Rheumatology.* 1979;18(1):18-22.

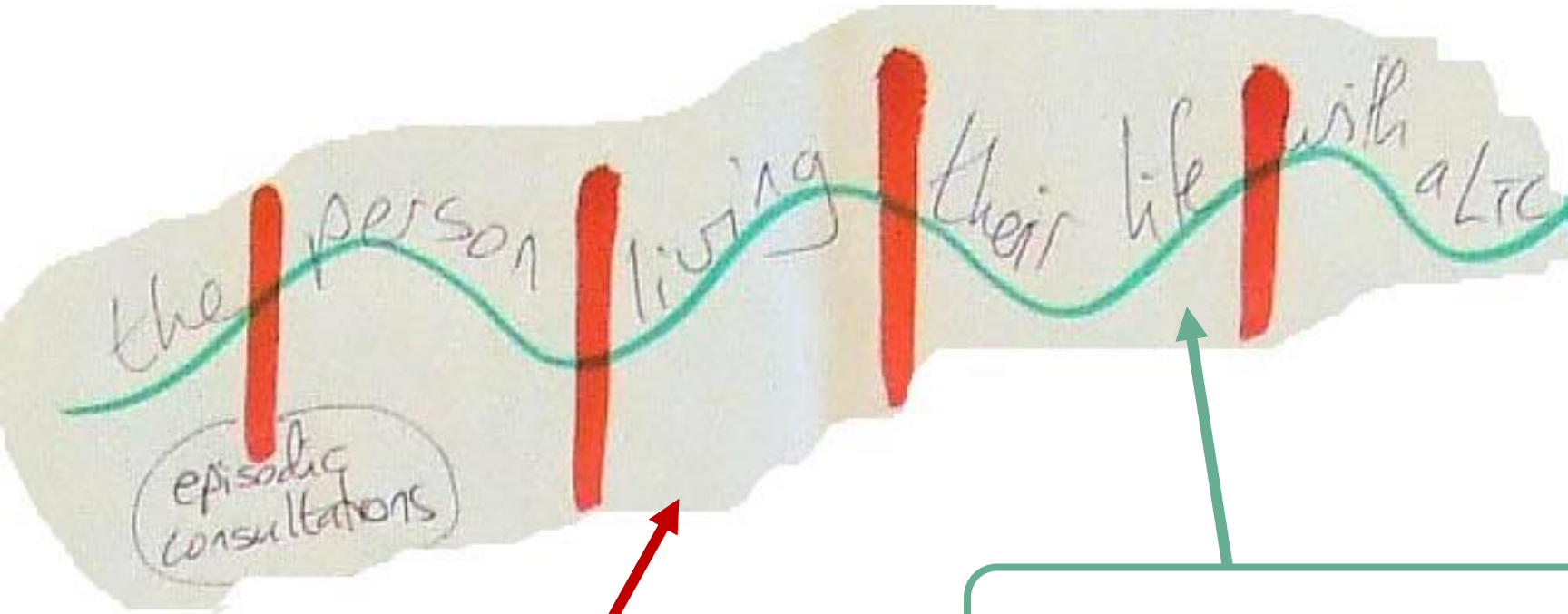
Acting on our Understanding

Of the information that is understood (25%), what % is acted on ?

(less than half)

(10% of the total information shared)

The *individual's* perspective



More meaningful conversations

Support for self-management

4 Fields of Conversation



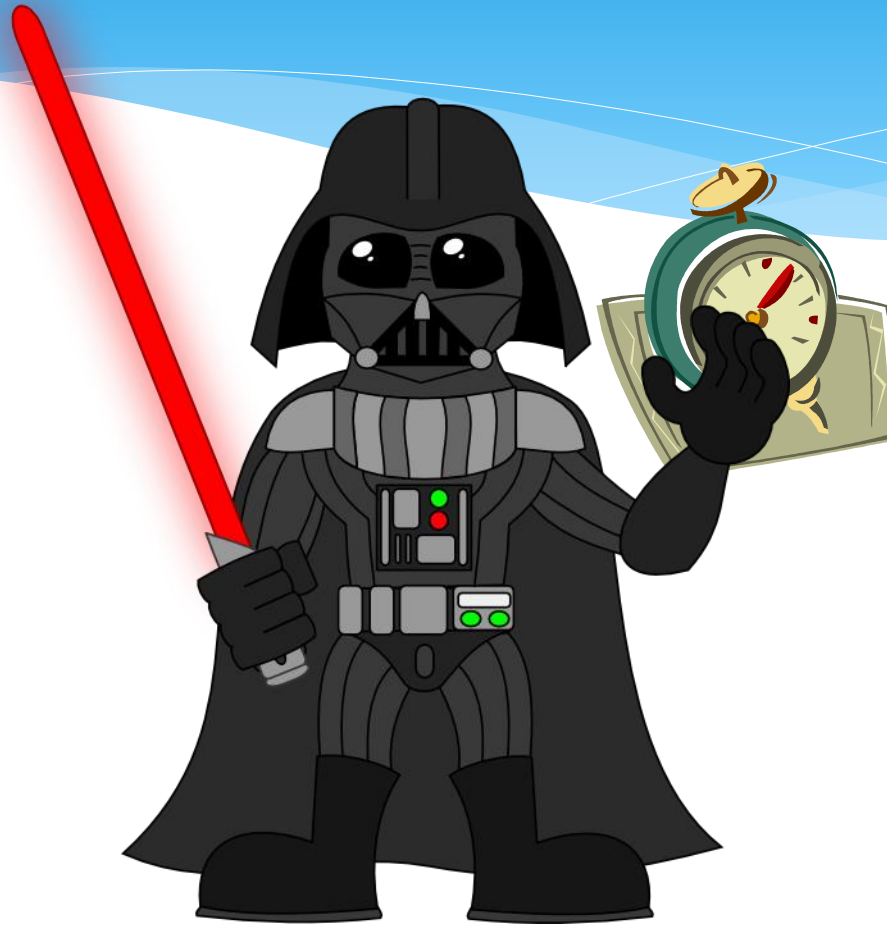
From expert to enabler/ partner

- * Collaborative working requires workers to adopt a non expert, facilitative, enabling approach to working with people.”*

Facilitators/enablers tend not to...

- * Fix
- * Solve for people
- * Give advice
- * Suggest
- * Cajole
- * Persuade
- * Convince
- * Label
- * Diagnose (eg personality traits)

The 'Fix it' Force is Strong within us!



Simple but not easy!



Listening more and asking questions: follow the clues (*in what people say*)

- * What matters, what people want
- * What's already working
- * What's already been changing
- * Person's own resources
- * Person's own knowledge
- * Identifying coping/ self management strategies
- * Involvement of others
- * Community resources
- * Learning from the past



What might you ask next?

* I'm just so stressed all the time

- * Acknowledge
- * What do you do to cope /get through?
- * What might you want to experience **instead** of feeling so stressed all the time ? (calmness)
- * What difference would feeling calm make?
- * How would you know ?
- * What would other notice about you?
- * When recently have you experienced calmness, even in a small way?
- * How did you do that?

What might you ask next?

- * Since I've had the stroke, I know it's important I stop smoking and live a healthier life
- * What do you know about strokes?
- * Why is it important you stop smoking?
- * What do you know about the link between smoking and strokes?
- * What does living a healthier life look like to you?

What might you ask next?

- * I want to get out and about more
- * What difference would getting out and about more make ?
- * Where have you been getting out to just now ?
- * How have you been managing to do that?

What might you ask next?

- * Most mornings I wake up exhausted?
- * What do you do that helps you manage the exhaustion on these days ?
- * What's different about the days you wake up and you're not so exhausted

Exploring Self efficacy - next best question

- * I know I need to change but every time I try, the change lasts for a while and then I slip back again. Sometimes I think “ what’s the point?”



*The Action is in the
Interaction

*Conversation as intervention

*Sometimes words are all we
have

Invitation

- * Notice your conversations and the urge to fix
- * Who is doing the most talking?
- * Try out acknowledgement and coping questions
- * Listen out for and explore 'exceptions to the rule'

Brief Interventions - determining outcomes (*EARS, future tense*)

- * **E – elicit**

- * What are your best hopes?, what else , what else ?
- * What do you want instead of (the problem/ issue)?

- * **A – amplify**

- * What differences might (this change) make?
- * Who might notice? What might they notice?
- * How will you know you have achieved (these hopes) ?

- * **R – reinforce**

- * When is (what you are hoping for) happening already (even in small way)?
- * How do you manage that?
- * On a scale of 0-10 where 10 is your best hopes are realised , where are you?
- * (how come at that point and not lower ?)

- * **S - next Signs of change**

- * what might the next signs of progress be ?
- * How would you know you are one point higher on the progress scale ?

Brief Interventions - reviewing change (EARS, past tense)

- * **E – elicit**
 - * What's been better?
- * **A – amplify**
 - * What difference has that made ?
 - * Who's noticed ? What have they noticed ?
- * **R – reinforce**
 - * How did you do that?
 - * What have you learned?
 - * What does this say about you ?
- * **S - start again**
 - * What else is better?
- * **(S - or next Signs of change)**
 - * what might the next signs of progress be ?