

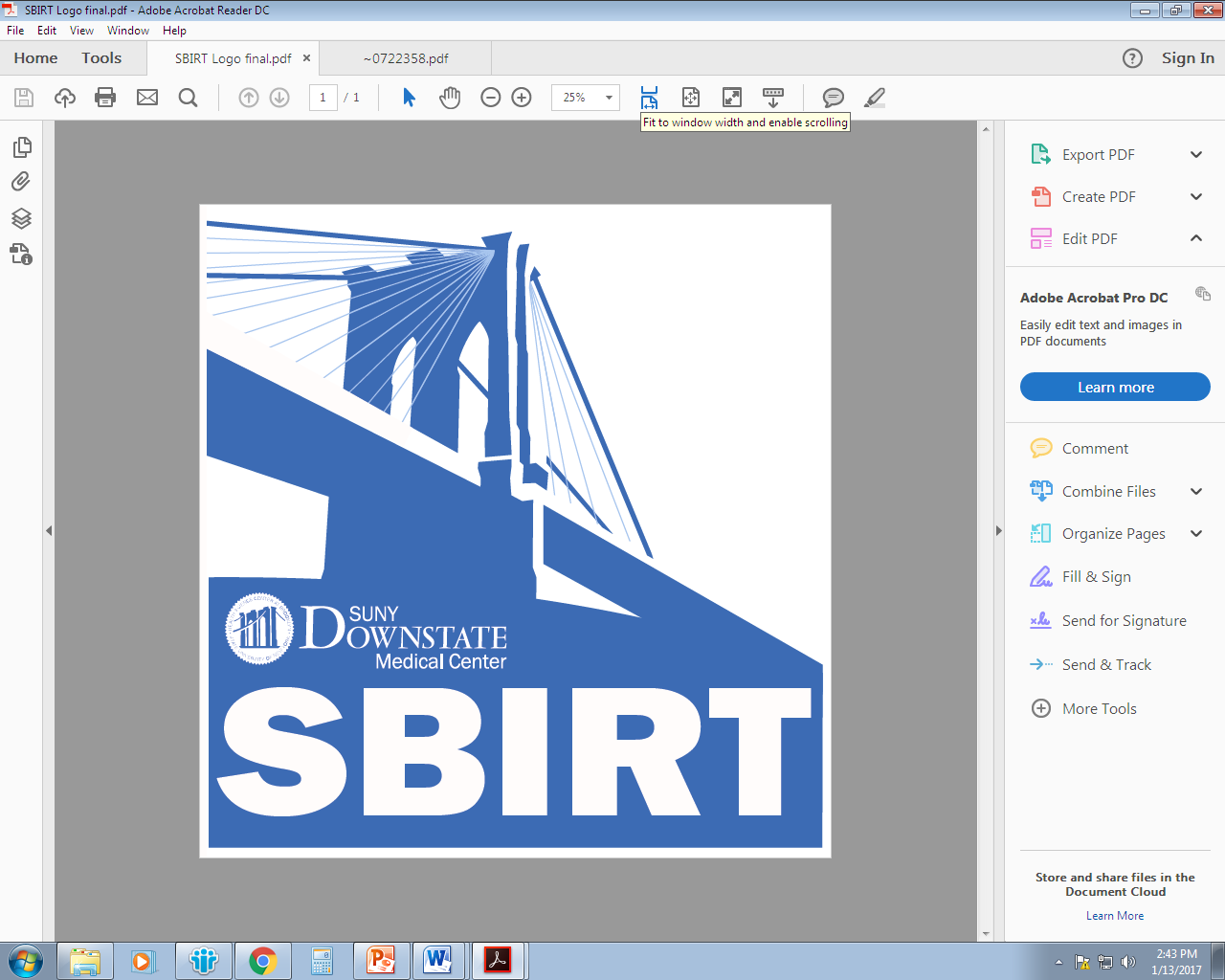
**Open or closed question?**

Open Closed

1. Do you understand how to take your medications? □ □
2. How does drinking fit into your life? □ □
3. Are you open to speaking with a counselor about alcohol? □ □
4. How might drinking less daily affect your life? □ □
5. Have you thought about cutting back on smoking? □ □
6. Tell me about some reasons to stop using heroin. □ □
7. How do you take your medications? □ □
8. Do you use condoms with your partner? □ □
9. What does sobriety look like for you? □ □
10. How likely are you and your partner to use protection? □ □

\*Remember\*

* Closed questions are answered with a yes/no or single-fact response.
* Open questions can elicit a broad answer or various responses.



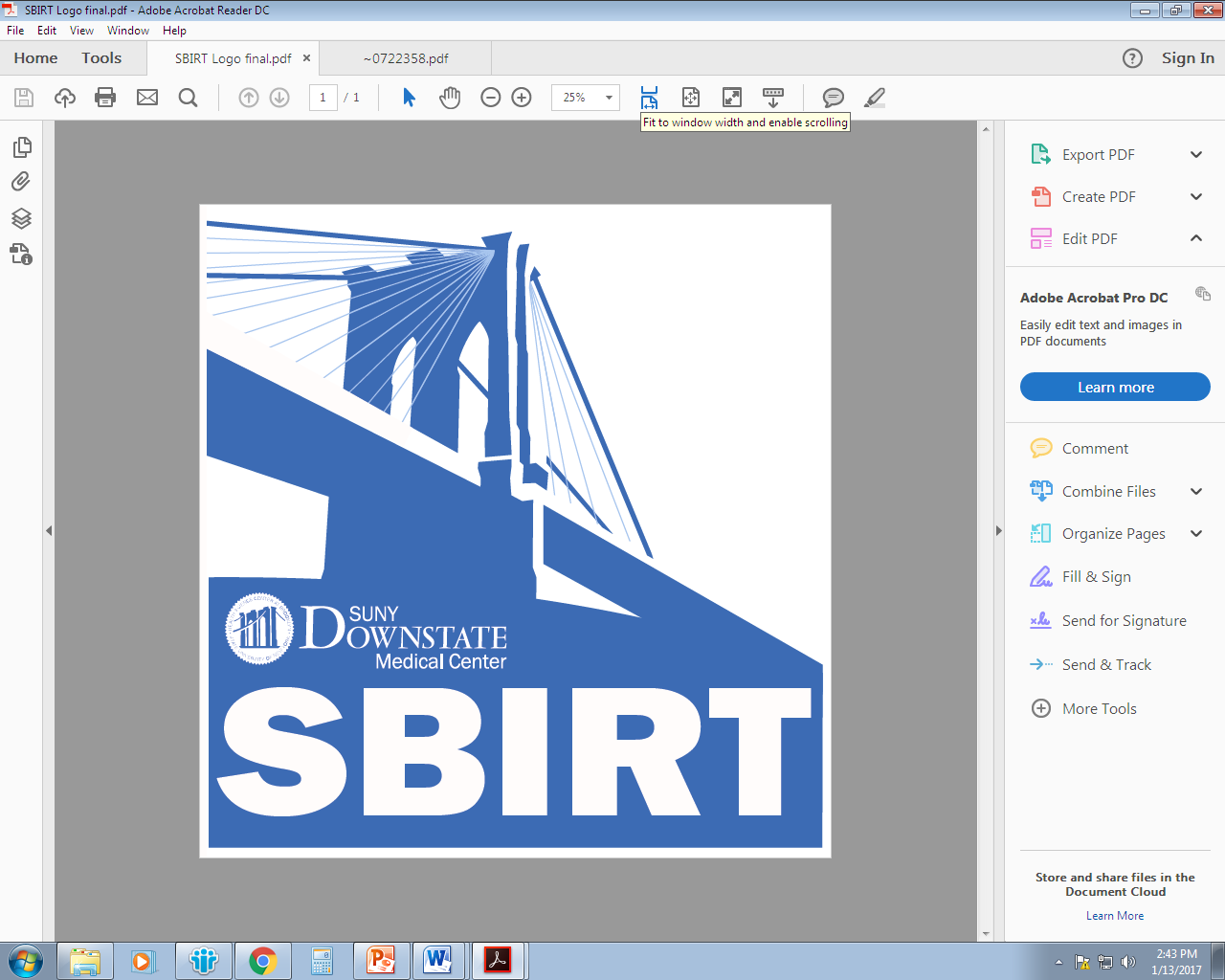
**Open-Ended Questions and Reflections**

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| Open and Closed Question Examples |
| Closed:  Will you try this for one week?  Isn’t it important for you to be healthy?  Do you think your medication can help you?  Open:  In the past, how have you overcome a difficult obstacle in your life?  What are the most important reasons for you to drink less?  What do you like about drinking? |

**Avoid:** Why questions

* Put Patient on the defensive

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| Reflections- Saying back the essence of what was said |
| Feeling Reflection  Patient: Sometimes I just don’t want to deal with all my problems and drinking helps.  Provider: It feels good to forget about your problems. |
| Paraphrasing  Patient: I can’t quit smoking because the side effects are going to be awful.  Provider: So, it’s not possible for you to quit because you’re feeling the side effects will not be manageable. |
| Amplified Reflection  Patient: Cutting back on drinking isn’t going to improve my life.  Provider: As you see it, drinking less won’t do anything good for you. |
| Double-sided Reflection  Patient: I know I should stop drinking all day so I can be a better mother, but I just can’t do it!  Provider: On the one hand, cutting back seems impossible, while on the other, you realize that drinking less would make you feel like a better parent. |
| Reframing Reflection  Patient: My husband is always nagging me about drinking too much when we go out with friends.  Provider: It sounds like he is concerned about you and the way he expresses himself makes you angry. |



**Turn the following closed questions into open-ended questions:**

1. Isn’t it important for you to be healthy?

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1. Do you understand how to take your medications?

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1. Do you know that drinking can cause health problems?

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1. Why do you drink every day?

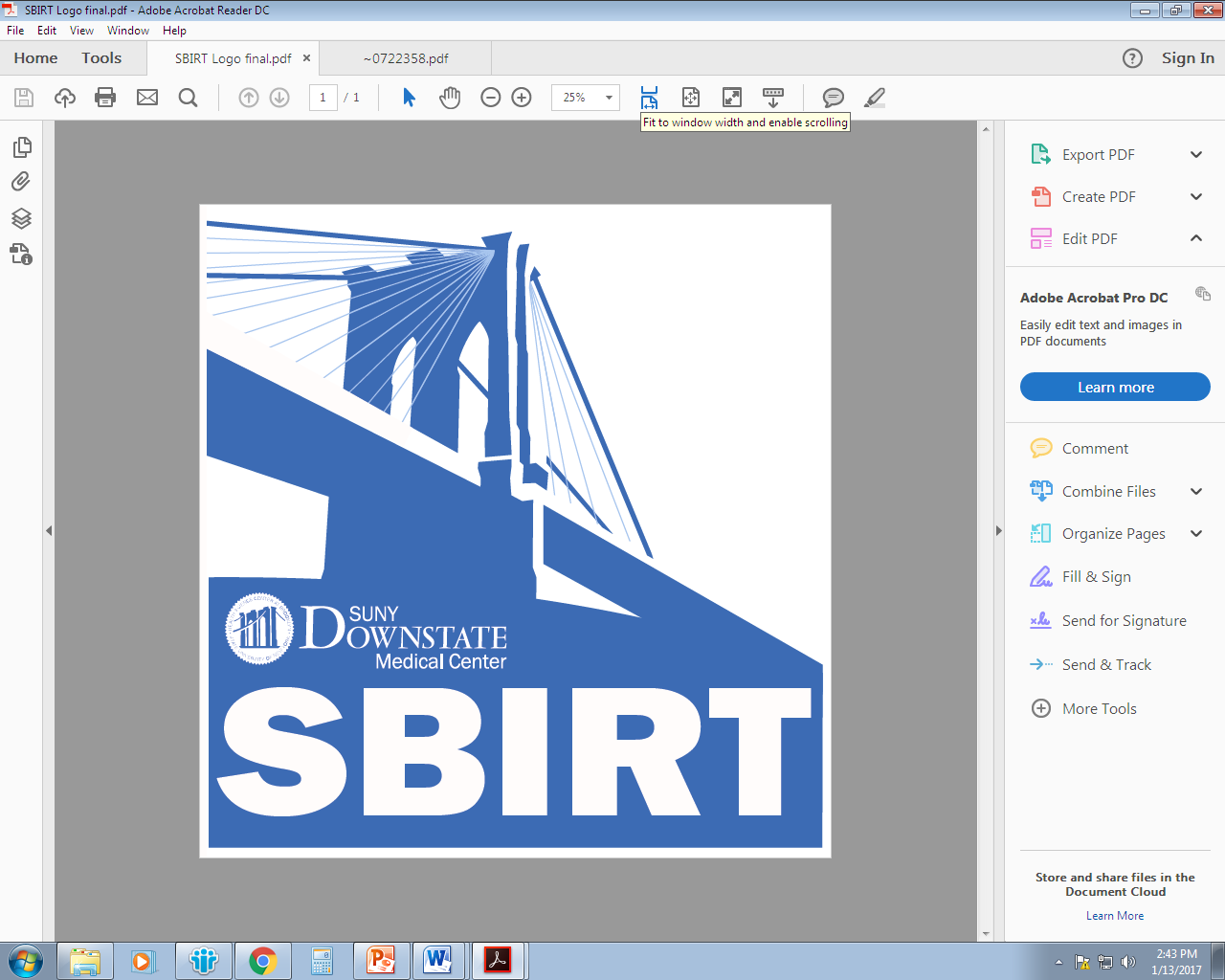
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1. Why do you continue to smoke even though you know the risks?

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1. Do you want to talk to a Mental Health counselor about your drinking?

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**Affirmations**

Directions: Write a one sentence affirmation in response to the Patient statement.

Appreciation: Comment on a quality or attribute

Patient: “I have been taking my ART medications every day, but they make me nauseous and I can’t eat when I take them.”

Provider:

Confidence: Comment on patient’s ability to make a change

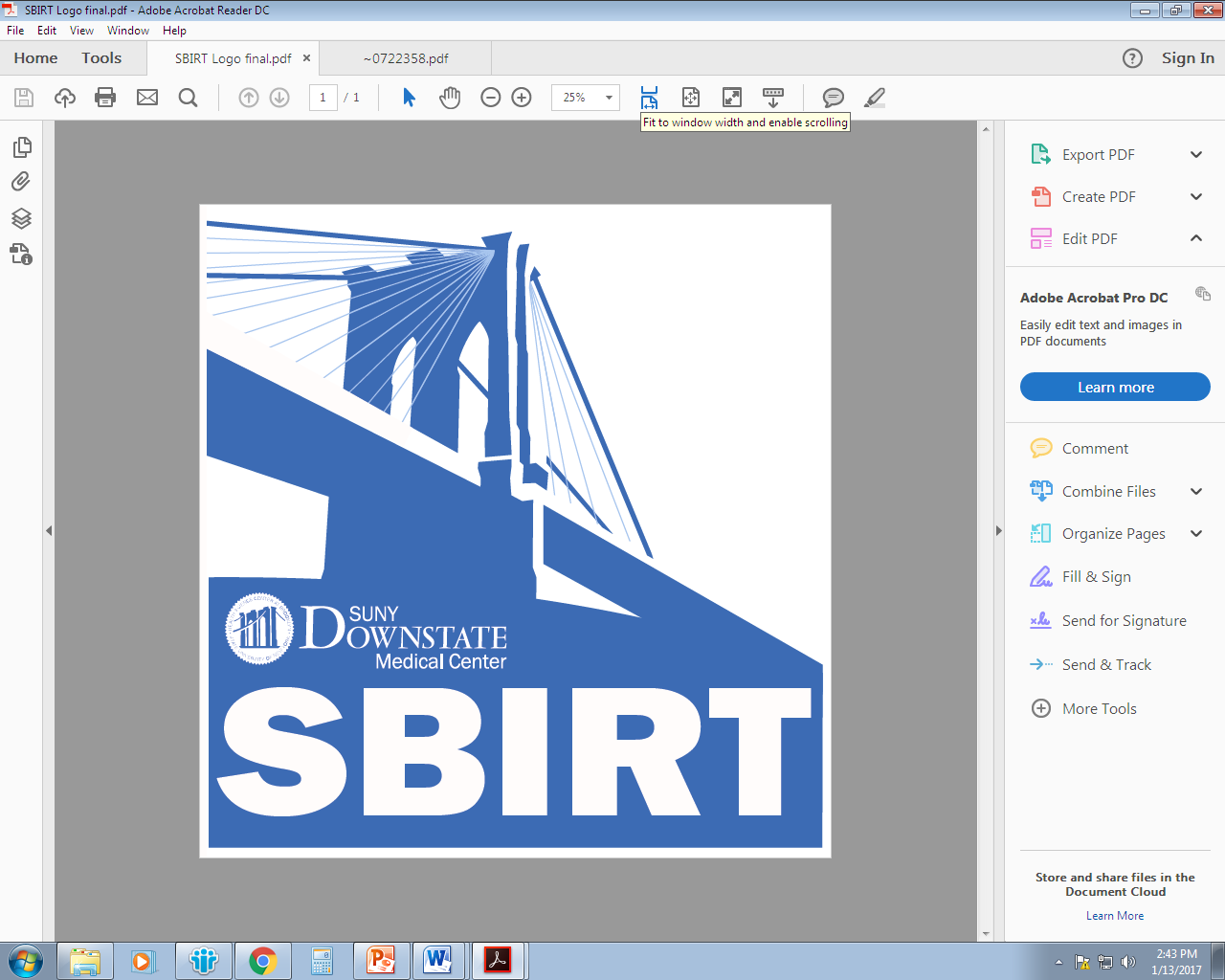
Patient: “I finally talked to my boyfriend about using condoms because I’m afraid of getting pregnant or an STD and he agreed to use them. My last boyfriend always thought I was accusing him of cheating when I asked to use condoms. I’m happy we talked about this and it makes me appreciate him even more.”

Provider:

Reinforcement: Encourage or acknowledge healthy behaviors

Patient: “I haven’t used heroin in a few weeks, but get cravings some days. I’m going to talk to my doctor about Methadone or Buprenorphine and see what she says.”

Provider:



**Change Talk**

Directions: Write a one sentence affirmation or reflection in response to the Patient statement.

**Desire**

Patient: I want to smoke less marijuana because I want to get my GED and maybe go to college. I can’t keep smoking all day with my friends if I am going to do this.

Provider:

**Ability**

Patient: I quit smoking a few years ago and was able to stop for a while, but when I was diagnosed with HIV, I started again, and couldn’t stop.

Provider:

**Reasons**

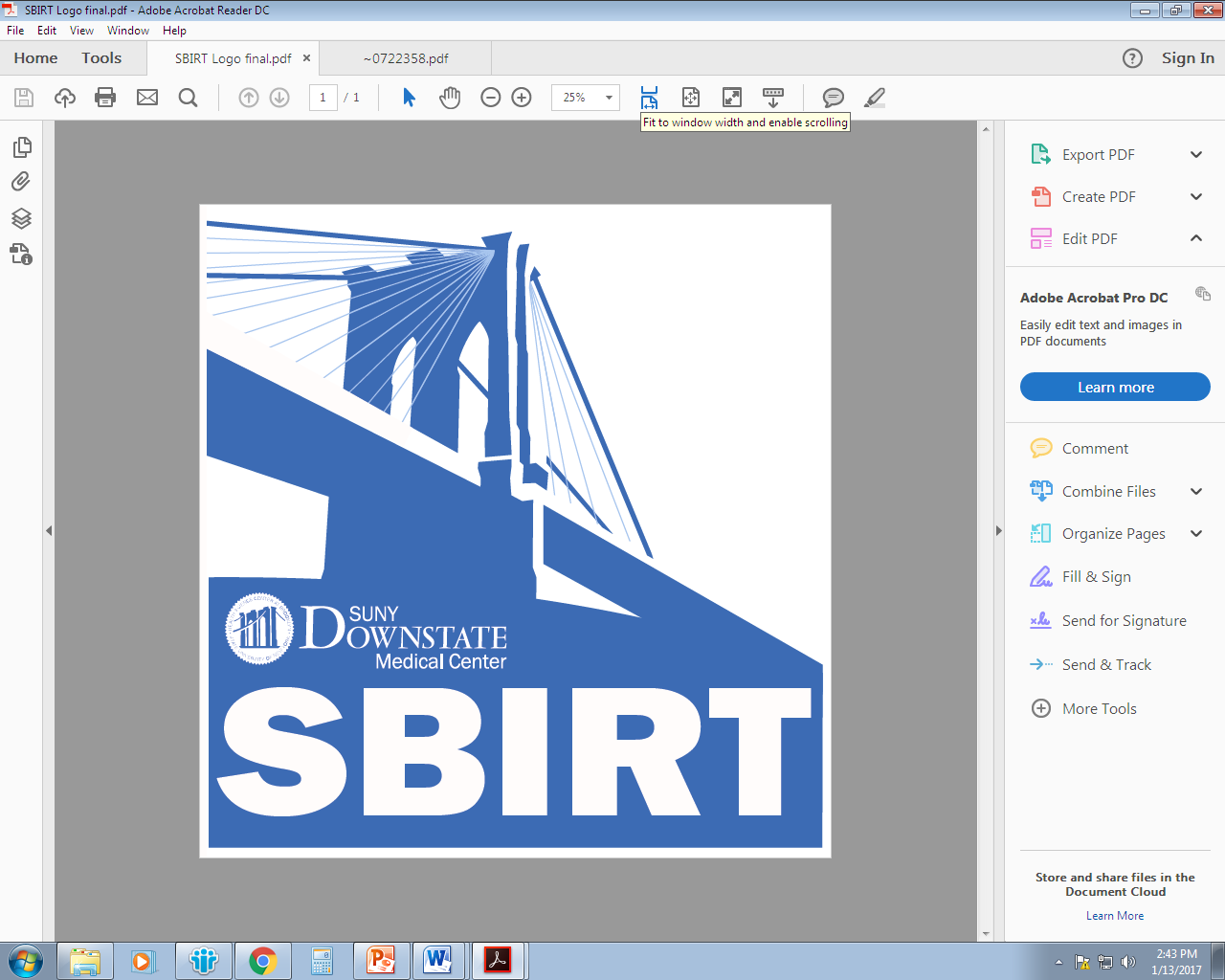
Patient: I live with my son and he’s mad at me for using and keeps taking the keys so I can’t get back in the house. I sold some of his stuff last month and he locked me out for days.

Provider:

**Need**

Patient: I’ve lived in my daughter’s house since I was discharged from the hospital psych unit. I go to the Methadone clinic every day and sometimes people give me their Xanax. I can’t sleep and the psych meds don’t help, so I need the Xanax. It can affect me and my daughter gets angry and talks about kicking me out. I don’t want to go; I want to stay with her.

Provider:



**Motivational Interviewing: Giving you options**

1. Write a statement your patient has said about struggling with a behavior change.

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1. Write an open-ended question.

1. Write an affirmation.

1. Write a reflection.