

COVID-19 Virtual Training Academy

May 7-8, 11-13,
2020



Health coaching

Small group practice packet

Background

The purpose of this session is to practice health coaching skills in the context of speaking to contacts about COVID-19. We are focusing exclusively on practicing the skill in this section. You do NOT need to use your script at this time or to role play an entire phone call.

Instructions

1. For each scenario, select one person to play each of the following roles:
 - a. **Contact tracer/case investigator:** Use the prompts for each scenario to role-play a call to a contact. You may use any of your coaching skills to achieve the goal described in the prompt.
 - b. **Contact:** Each scenario provides several possible directions for your conversation. Select one to play out the scenario. You may get creative, but don't make this too difficult for your partners – the purpose of this round of practice is to feel comfortable with the skills!

2. Take no more than 5 minutes for each scenario

3. After each role play discuss as a group what went well and what could have gone better. Remember that everyone is new to these skills and all feedback should be given in a constructive and empathic manner. Use the observer checklist to comment on what steps the contact tracer/case investigator missed in the role play.
4. Continue to rotate through scenarios through the breakout. If you complete all scenarios, start again at the first scenario, with new people taking on each of the roles.

PART I

Scenario 1: Ask-Tell-Ask and closing the loop around basics of COVID-19

Contact tracer/case investigator

prompt: Use ask-tell-ask and closing the loop to assess and build on your contact's knowledge of COVID-19. YOU DO NOT NEED TO ROLE PLAY AN ENTIRE PHONE CALL OR TO MAKE AN ACTION PLAN!

Contact prompt: You know some information, but you have some misconceptions, too.

Make sure your contact knows:

- It is a new virus
- It causes many symptoms, especially fever and cough
- It spreads through droplets in the air when people cough or sneeze, or through touching surfaces
- Most cases are mild or moderate, but some cases can become more serious
- There is no cure, so prevention is really important to protect our community

Ask-Tell-Ask & Closing the Loop

<input type="checkbox"/>	Asks permission to talk about COVID-19
<input type="checkbox"/>	Asks open-ended questions to assess knowledge
<input type="checkbox"/>	Uses contact's words as cue for the next sentence
<input type="checkbox"/>	Provides information or advice ONLY when contact asks or patient doesn't know
<input type="checkbox"/>	Provides accurate information
<input type="checkbox"/>	Asks contact to restate new information in their own words
<input type="checkbox"/>	Did not know the information and said, "I don't know but I will find out and get back to you"
<input type="checkbox"/>	Comments and tone are friendly and non-judgmental

Observations and suggestions for improvement:

Scenario 2: Ask-Tell-Ask and closing the loop around prevention

Contact tracer/case investigator

prompt: Use ask-tell-ask and closing the loop to assess and build on your contact's knowledge of how to prevent the spread of coronavirus. YOU DO NOT NEED TO ROLE PLAY AN ENTIRE PHONE CALL OR TO MAKE AN ACTION PLAN!

Contact prompt: You know some information, but you have some misconceptions, too.

Make sure your contact knows:

- Staying at least 6 feet away from other people
- Avoid non-essential trips
- Covering mouth and nose in public, particularly inside buildings or close to others
- Washing hands for 20 seconds with soap
- Wiping down surfaces with disinfectant

Ask-Tell-Ask & Closing the Loop	
<input type="checkbox"/>	Asks permission to talk about how to prevent spread of coronavirus
<input type="checkbox"/>	Asks open-ended questions to assess knowledge
<input type="checkbox"/>	Uses contact's words as cue for the next sentence
<input type="checkbox"/>	Provides information or advice ONLY when contact asks or patient doesn't know
<input type="checkbox"/>	Provides accurate information
<input type="checkbox"/>	Asks contact to restate new information in their own words
<input type="checkbox"/>	Did not know the information and said, "I don't know but I will find out and get back to you"
<input type="checkbox"/>	Comments and tone are friendly and non-judgmental
Observations and suggestions for improvement:	

PART II

Practice 3: Setting the agenda

Contact tracer/case investigator prompt: You have just reached a new contact and have already introduced yourself. Now you want to set the agenda for the call. For this scenario your only task is to set the agenda.

Your goals in the conversation are to:

- Go over the basics of COVID-19 and prevention
- Ask questions about the contact/client's symptoms
- Assess contact/client's needs for support with food, prescriptions, or other things

Contact prompt: You share a 2 bedroom, 1 bath apartment with your spouse and 3 kids. What do you do if you have only one bathroom? What do I do if I need a prescription?

Setting the Agenda	
<input type="checkbox"/>	Asks contact what they want to be sure that you discuss (e.g., securing needed, hard to find supplies)
<input type="checkbox"/>	Asks if there is anything else until the contact has no more items
<input type="checkbox"/>	Restates what they heard contact say
<input type="checkbox"/>	Shares things that contact tracer/case investigator wants to talk about
<input type="checkbox"/>	Reviews agenda including both contact tracer/case investigator and contact items and asks if it is okay to discuss in that order
Observations and suggestions for improvement:	

Scenario 4: Action planning

Contact tracer/case investigator prompt: You have already introduced yourself to the contact and talked about the basics of COVID-19, prevention, and symptoms. In this role play, your contact knows a lot about COVID-19 but has some specific concerns about how they can successfully quarantine. Use action planning skills to help the contact/client identify the first steps that they can take.

Contact prompt: Select one of the following prompts:

- You have a dog who needs to be walked twice a day and let outside every few hours, and you have no yard.
- You are the primary babysitter for your sister's three kids, and she works in a supermarket.
- You need a refill on your asthma inhaler.
- You really miss your friends and don't know how you are going to handle this.

Action Planning	
<input type="checkbox"/>	Asks open-ended questions to identify barriers or concerns about quarantine
<input type="checkbox"/>	Uses reflective and non-judgmental statements to validate contact's concerns
<input type="checkbox"/>	Asks open-ended questions to help contact identify potential solutions
<input type="checkbox"/>	Offers a menu of options that other people use if contact doesn't have ideas
<input type="checkbox"/>	Alerts contact to relevant resources
<input type="checkbox"/>	Asks open-ended questions to allow contact to select their preferred option
	Contact tracer/case investigator helps the contact plan for effective quarantine, including...
<input type="checkbox"/>	What (often a first step)
<input type="checkbox"/>	How
<input type="checkbox"/>	When
<input type="checkbox"/>	Where
<input type="checkbox"/>	With whom
<input type="checkbox"/>	Asks the contact about their confidence on a scale of 1–10 (7 or higher means patient is feeling confident)
<input type="checkbox"/>	Sets date/time to follow up
Observations and suggestions for improvement:	

Well done! You have role played all the prompts. If you have remaining time in the hour, return to the beginning and role play again with participants playing different roles than they did the first round.

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