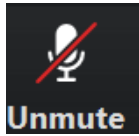


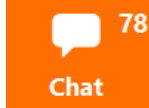
**COVID-19
Virtual
Training
Academy**

Welcome back!

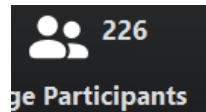


Housekeeping:

- Mute yourself when not speaking
- Use the Chat button to ask questions



- Turn your video on for small groups
- If you are calling in on a phone but using your computer for video: Click on participants – look at your Participant ID next to your name, on your phone, hit #, then type in the participant ID, then # again.
- Small group facilitators: Click on participants. Next to your name, click on the arrow (>) and select “rename” to add your pronouns and the word “facilitator” to the end of your name



And most importantly... YES! There will be a break (90 minutes mark)



Building on Case/Contacts' Knowledge & Motivation: Health Coaching Tools

Learning Objectives

At the end of this session, the participant will be able to:

- Describe why it is necessary to actively engage contacts/cases in a contact tracing/case investigation interview.
- Use Ask-Tell-Ask and Closing the Loop techniques to reinforce knowledge about COVID-19 and prevention strategies during an interview.
- Demonstrate use of Action Planning to support successful quarantine planning.
- Successfully conduct the phone script in a variety of contact/case scenarios using cultural humility, Ask-Tell-Ask, Closing the Loop, and Action Planning.




Self-paced Learning

Zoom poll #1

Did you complete the on-line self-study for today (4 videos for each health coaching skill)?

- Yes
- No



Health coaching is a set of tools to support people in gaining the **knowledge, skills, and confidence** to care for their health.

What is Health Coaching?

How is Health Coaching relevant to COVID-19 contact tracing and case investigation?

Actions such as quarantine:

- Require significant behavior changes
- Are disruptive to people's lives
- Rely on understanding and buy-in



Unpacking your Health Coaching Toolbox



Ask-Tell-Ask



Closing the
Loop



Setting the
Agenda



Action
Planning

Zoom poll #2

True or False: ASK-TELL-ASK involves asking the client/contact to answer all questions truthfully, telling them what will happen if they do not, and then asking them again to be truthful.

- True
- False

What is Ask-Tell-Ask?



ASK To learn more about the contact's knowledge and perspective



TELL Provide information based on the contact's response



ASK Close the Loop

What is closing the loop?

Asking contacts to restate the information that you have provided
in their own words

Zoom poll #3

Which of the following are good ways to CLOSE THE LOOP?

- a) Ask: “Did you understand?”
- b) Summarize the main points of the conversation and ask: “Do you have any questions?”
- c) Ask: “Just to be sure I explained things clearly, could you tell me in your own words what you will be doing?”
- d) Ask: “What did I just tell you?”

What is Ask-Tell-Ask?



ASK “What do you know about how to stop the spread of COVID-19?”



TELL “You’re right! A few additional ways include...”



ASK “Just to be sure I explained that well, would you mind telling me in your own words...”

Zoom poll #4

In healthcare, what proportion of people leave a medical visit without understanding medical advice?

- a) 10%
- b) 25%
- c) 50%
- d) 80%

How do we close the loop?

PHRASES TO USE...

Just to make sure I explained that well,
would you mind telling me in your own
words...

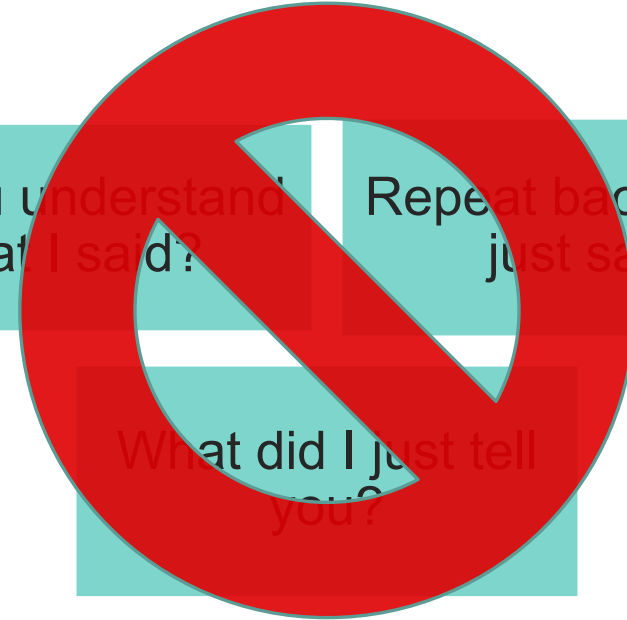
We covered a lot of information today!
Starting today, what will you be doing?

PHRASES TO AVOID...

Do you understand
what I said?

Repeat back what I
just said.

What did I just tell
you?



Time to Practice!

SMALL GROUP PRACTICE MATERIALS

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!

- 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

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

No more than 5 minutes per roleplay! Then provide feedback!

Ask-Tell-Ask & Closing the Loop	
<input type="checkbox"/>	Asks permission to talk about COVID-19 and quarantine
<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 not judgmental
Observations and suggestions for improvement:	

Time to practice!

1. Zoom breakouts (groups of 2-4)
2. Use packets to role play and use Ask-Tell-Ask and Closing the Loop skills
3. Debrief
4. Rotate: New person as contact tracer
5. Return to large group in 25 minutes

Zoom poll #5

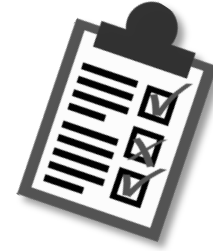
How comfortable do you feel in using ASK-TELL-ASK and CLOSING THE LOOP to assess and build on your contact's knowledge?

- a) Not at all comfortable
- b) A little bit comfortable
- c) Somewhat comfortable
- d) Totally comfortable

Zoom poll #6

TRUE OR FALSE: SETTING THE AGENDA refers to sharing a list of items that you wish to discuss with the contact.

- True
- False



Steps to Setting the Agenda

Share what you hope to talk about

Ask what other concerns or questions the contact would like to talk about

Identify what from the contact's concerns you can address today and what you may need to seek help in answering

Briefly summarize all of the agenda items: yours and the contacts

Zoom poll #7

Which of the following is a good example of an ACTION PLAN?

- a) The contact will stay in quarantine for 14 days.
- b) The contact will talk to their partner tonight about setting up a bed in another room for the next two weeks.
- c) The contact tracer puts in a referral for someone to call the client about food delivery.
- d) All of the above

What is an action plan?

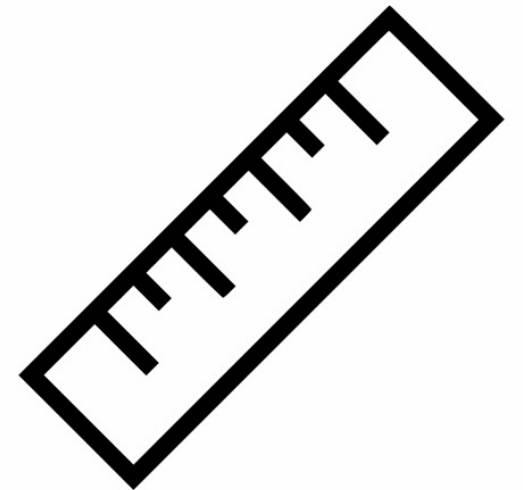
Action plans are **specific,**
short-term activities that take
people **one step closer** to
meeting a larger goal.



Steps to Action Planning



1. Have the contact choose
2. Be specific
3. Use a confidence ruler
(Goal: **Confidence 7 or greater**)
4. Define a start date
5. Ask about follow-up
6. Close the loop



Time to Practice!

SMALL GROUP PRACTICE MATERIALS

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 this practice are to:

- Go over the agenda
- Ask questions
- Assess contact

Contact prompt: What do you need a prescription for?

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:	

Zoom poll #8

How comfortable do you feel in using SETTING THE AGENDA to make a shared plan with your contact/case during a contact tracing/case investigation call?

- a) Not at all comfortable
- b) A little bit comfortable
- c) Somewhat comfortable
- d) Totally comfortable

Zoom poll #9

How comfortable do you feel in using ACTION PLANNING to make a shared plan with your contact/case about how to prepare for or adhere to quarantine or isolation?

- a) Not at all comfortable
- b) A little bit comfortable
- c) Somewhat comfortable
- d) Totally comfortable

Learning Objectives Review

At the end of this session, the participant will be able to:

- Describe why it is necessary to actively engage contact/case in a contact tracing/case investigation interview.
- Use Ask-Tell-Ask and Closing the Loop techniques to reinforce knowledge about COVID-19 and prevention strategies during an interview.
- Demonstrate use of Action Planning to support successful quarantine planning.
- Successfully conduct the phone script in a variety of contact/case scenarios using cultural humility, Ask-Tell-Ask, Closing the Loop, and Action Planning.

15 minute break



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