

Person-Centered Care Approaches

Person-Centered Skill	Try This
Ask Open-Ended Questions	<ul style="list-style-type: none"> • What are some of the pros and cons of your current substance use? • How is your chronic pain being managed? • What are your thoughts about having children? • How do you feel about using birth control? • What don't you like about the effects of drinking or substance use? • What do you do to protect yourself (and your partners) from STIs? • What are you and your partners doing to prevent pregnancy?
Practice Reflective Listening	<ul style="list-style-type: none"> • You've been struggling to get a good night's rest so you're taking a pain reliever to help you sleep. • It sounds like you're not happy with your current birth control. • What I hear you saying is that you want to be sure to avoid pregnancy while you are still using alcohol. Is that correct?
Encourage Change Talk	<ul style="list-style-type: none"> • In what ways have you thought of changing _____? • Tell me about a time before this problem emerged? How were things different? • If you had a magic wand that would make everything exactly as you want it, what would that look like? • It sounds like you're ready to _____. What do you think about that? • Tell me more about how you see that change happening.
Affirm	<ul style="list-style-type: none"> • I can see this is concerning to you. • That is a really great question. • You are clearly interested in taking care of yourself. • Thank you for sharing and being honest with me. Substance use isn't a moral failing, it's a medical condition we can address together. • I know you didn't come here today to talk about your substance use, so I think it is great that you are willing to talk to me about it.
Summarize Statements	<ul style="list-style-type: none"> • It sounds like {insert use of substance, e.g. drinking beer} has been part of your life for a long time. • If you are concerned about your substance use, I am here to help connect you to supportive resources. • It sounds like you are concerned about your substance use but are not sure if you'd like to address this yet. Do I have that right? • You would like some help dealing with your substance use and are hopeful we can figure out something that will work for you and your family. • You are concerned about your health and your risk for STIs, and it sounds like you want to make some changes.