

# Engaging Communication Partnerships – the Line

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# Readiness for Change

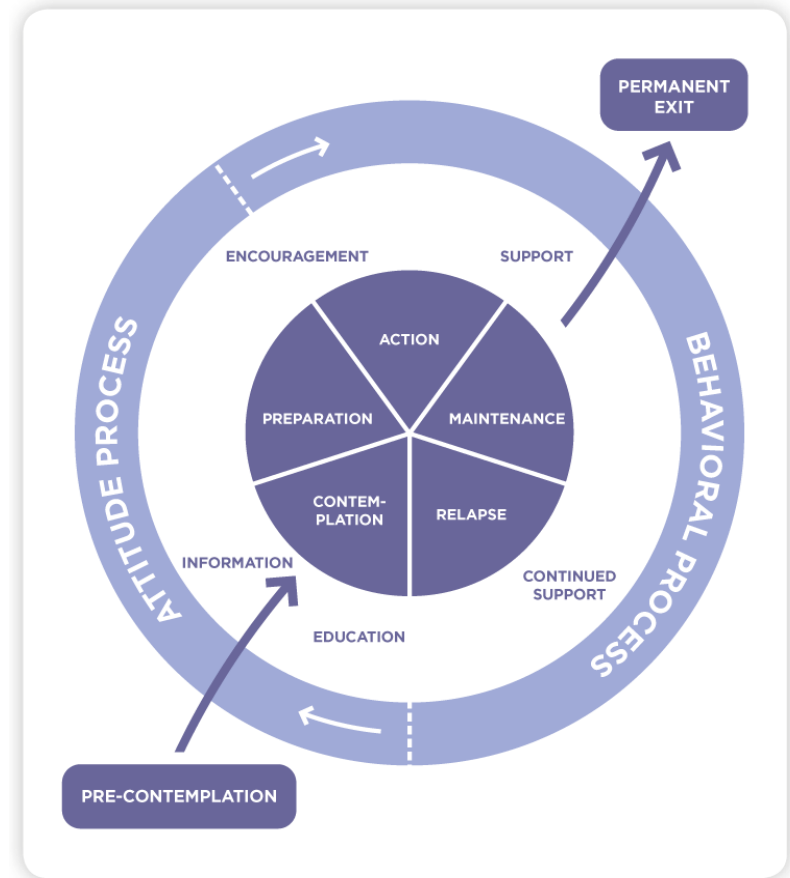
Integrative framework for understanding the process of behavior change whether that change involves the initiation, the modification or the cessation of a particular behavior

Prochaska & DiClemente (1982)

# The Circle

**Shows the 7 stages a patient undergoes when changing behavior**

Provides professional guidance to facilitate the change process



*Prochaska & DiClemente 1991*

# What influences change?

- Environment
- Personal Factors
- Social Support
  - Family members
  - Friends
  - Neighbors
  - Co-workers



**Communication  
partnerships**

Change requires relating on multiple levels

# Communication Partners











# Engaging Communication Partners

- Help patients explore behaviors
- Help patients resolve ambivalence

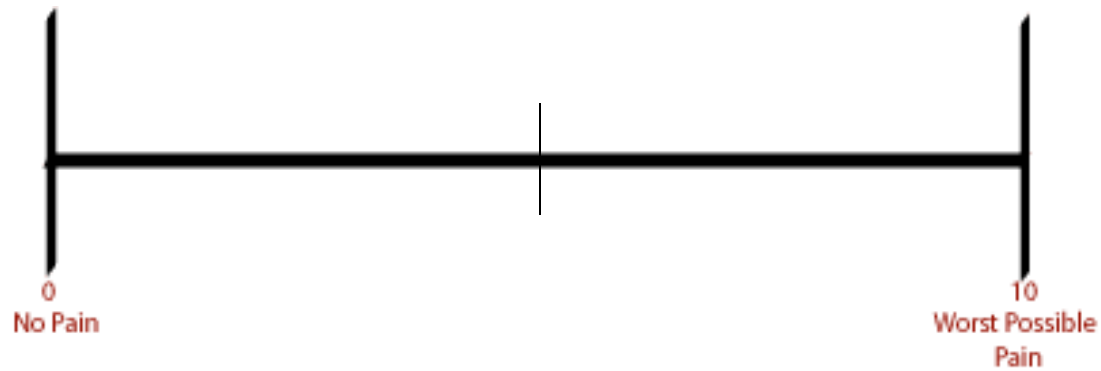
Tenets of Motivational Interviewing  
Miller and Rollnick (2002)

# The Line

## Visual Analog Scale (VAS)

- Measure a characteristic or attitude that is believed to range across a continuum
- Something that cannot be easily measured
- Highly subjective
- Identify need for change within an individual

# Using the Line for Pain Management

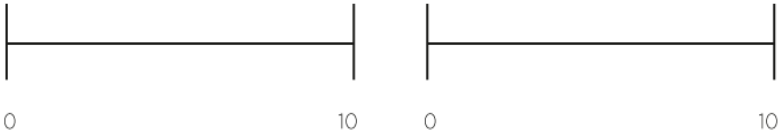


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# The Line

**1**  
How Important is it for you to improve your hearing right now?

**2**  
If you really tried, rank your willingness to use e.g the hearing aid, amplification, communication strategy:



The lines go from: '0 = not at all' to '10 = very much'.

Rollnick 1999

## Two simple questions asked

### 1. Establish the goal

*How important is it for the patient to improve hearing right now?*

### 2. Ranks commitment to the solution

*How willing is the patient to use the hearing aid?*

# The core part of the dialogue

- *Ask*: What is the reason for giving yourself 6 and not 1?
- *Response*: The patient begins to articulate the reasons



# The core part of the dialogue

- *Ask:* What would it take to increase the importance from 5 to 9?
- *Ask:* What would it take to increase your belief in your ability to change behavior from 3 to 8?

# How can we engage communication partners using the line

- How important is it for you that your husband improve his hearing right now?
- How important is it to you that your mother be able to participate in family conversations?

# Results of the Line

- Opens dialog between the partners
- Discuss feelings and emotions
- Address stigma
- Allow each individual to react to their expressions of feelings
- Directly involves the Audiologist in the communication partnership

Result

**You are always more open to become  
convinced by listening to your own  
arguments in your own voice**

**Key to success :  
Self expression**