



Giving Feedback and Making Recommendations Section 11

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Objective

- ▶ Effectively communicate, in a non-judgmental way, the results of screens and recommendations for the risk level score.



The 1st Task: Feedback

What you need to cover.

1. Ask permission; explain how the screen is scored
2. Range of scores and context
3. Screening results
4. Interpretation of results (e.g., risk level)
5. Substance use norms in population
6. Patient feedback about results

AUDIT Scores and Zones

Score	Risk Level	Intervention
0-7	Zone 1: Low Risk Use	Alcohol education to support low-risk use – provide brief advice
8-15	Zone 2: At Risk Use	Brief Intervention (BI), provide advice focused on reducing hazardous drinking
16-19	Zone 3: High Risk Use	BI/EBI – Brief Intervention and/or Extended Brief Intervention with possible referral to treatment
20-40	Zone 4: Very High Risk, Probable Substance Use Disorder	Refer to specialist for diagnostic evaluation and treatment

Risky drinking means going above (3 women, anyone 65+; 4 men) drinks per day, (7 women, anyone 65+; 14 men) drinks per week.

Ask: Does that make sense to you?

Normal (low risk) drinkers never drink above (3 women, 4 men) drinks per occasion.

Give feedback: You said that you sometimes exceed these limits. This places you at higher risk for future injury or other types of harm.

Elicit Response: What do you make of that?

RANGE

The 1st Task: Feedback

What do you say?

1. **Range of score and context** - Scores on the AUDIT range from 0-40. Most people who are social drinkers score less than 8.
2. **Results** - Your score was 18 on the alcohol screen.
2. **Interpretation of results** - 18 puts you in the moderate-to-high risk range. At this level, your use is putting you at risk for a variety of health issues.
3. **Norms** - A score of 18 means that your drinking is higher than 75% of the U.S. adult population.
4. **Patient reaction/feedback** - What do you make of this?



The 1st Task: Feedback

Handling Resistance

- ▶ Look, I don't have a drug problem.
- ▶ My dad was an alcoholic; I'm not like him.
- ▶ I can quit using anytime I want to.
- ▶ I just like the taste.
- ▶ Everybody drinks in college.

What would you say?



The 1st Task: Feedback

Easy Ways to Let Go

- ▶ I'm not going to push you to change anything you don't want to change.
- ▶ I'd just like to give you some information.
- ▶ What you do is up to you.

The 1st Task: Feedback

Finding a Hook

- ▶ Ask the patient about their concerns
- ▶ Provide non-judgmental feedback/information
- ▶ Watch for signs of discomfort with status quo or interest or ability to change
- ▶ **Always ask this question: "What role, if any, do you think alcohol played in your (getting injured)?"**
- ▶ Let the patient decide.
- ▶ Just asking the question is helpful.



The 2nd Task: Listen & Understand

Tools for Change Talk

- Pros and Cons
- Importance/Readiness Ruler



The 2nd Task: Listen & Understand

Strategies for Weighing the Pros and Cons

- What do you like about drinking?
- What do you see as the downside of drinking?
- What else?

Summarize Both Pros and Cons

“On the one hand you said..,
and on the other you said....”

The 2nd Task: Listen & Understand

Listen for the Change Talk

- Maybe drinking did play a role in what happened.
- If I wasn't drinking this would never have happened.
- Using is not really much fun anymore.
- I can't afford to be in this mess again.
- The last thing I want to do is hurt someone else.
- I know I can quit because I've stopped before.

Summarize, so they hear it twice!

The 2nd Task: Listen & Understand

Importance/Confidence/Readiness

On a scale of 1–10...

- How important is it for you to change your drinking?
- How confident are you that you can change your drinking?
- How ready are you to change your drinking?

For each ask:

- Why didn't you give it a lower number?
- What would it take to raise that number?

	1	2	3	4	5	6	7	8	9	10
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The 3rd Task: Options for Change

Offer a Menu of Options

- Manage drinking/use (cut down to low-risk limits)
- Eliminate your drinking/drug use (quit)
- Never drink and drive (reduce harm)
- Utterly nothing (no change)
- Seek help (refer to treatment)



The 3rd Task: Options for Change

During MENUS you can also explore previous strengths, resources, and successes

- Have you stopped drinking/using drugs before?
- What personal strengths allowed you to do it?
- Who helped you and what did you do?
- Have you made other kinds of changes successfully in the past?
- How did you accomplish these things?



The 3rd Task: Options for Change

What now?

- What do you think you will do?
- What changes are you thinking about making?
- What do you see as your options?
- Where do we go from here?
- What happens next?



The 3rd Task: Options for Change

Giving Advice Without Telling Someone What to Do

- ▶ Provide Clear Information (Advise or Feedback)
 - ▶ What happens to some people is that...
 - ▶ My recommendation would be that...
- ▶ Elicit their reaction
 - ▶ What do you think?
 - ▶ What are your thoughts?



Pulling It All Together



Closing the Conversation (“SEW”)

- Summarize patients views (especially the pro)
- Encourage them to share their views
- What agreement was reached (repeat it)

SBIRT Practice – Section 13

- ▶ 5 Minute Introduction
- ▶ 10 Minute Practice
- ▶ 5 Minute Wrap-Up

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