

A Quick Reference

How to Talk with Clients about Smoking

Motivational Interviewing Skills

Open Ended Questions: show genuine interest; listen; take client's perspective

Affirming the Client: focus on client's strengths; affirm the positives; remind of past successes

Reflective Listening: demonstrate listening by reflecting content & affect; decreases resistance

Summarize: link together common themes

Leads to self-motivational statements

A³C

Ask. Advise. Assess. Connect.

Ask

"Tell me about your tobacco use."

You want to know if they've ever smoked cigarettes or used other tobacco products.

If 'YES'

"Have you smoked (or used any tobacco) in the past 30 days?"

If 'YES'

"On average how many cigarettes do you smoke (or times do you use) per day?"

"How long have you been smoking (or using tobacco) at this rate?"

If 'DAILY'

Assess for nicotine dependence and possible need for medication or Nicotine Replacement Therapy:

	0	1	2	3
<i>How soon after waking do you smoke your first cigarette?</i>	After 60 min.	31-60 min.	6-30 min.	5 min. or less

0 = Low dependence
2 = High dependence

1 = Medium dependence
3 = Very high dependence

Advise

Urge **all** tobacco users to quit with strong, clear, and personalized advice!

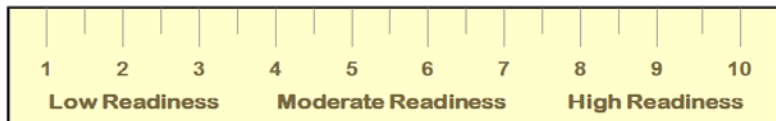
"What do you make of this advice?"

Be willing to listen in a non-judgmental way to the client's concerns.

Expect ambivalence!

Assess

“On a scale of 1 to 10, with 10 being very ready, how ready are you to quit smoking?”



- If >5: “Great. What would help you move to a higher number?”
If 2-5: “Good. Why that number and not a lower number?”
If ≤ 1: “On the one hand quitting smoking is not something you feel ready to do right now, and on the other hand you are noticing some health problems it may be causing.”

Connect

Determine **referral need**, identify **options**, and make a **direct referral**.

Referrals
Should Be:

Effective

Accessible

Acceptable

Fax-to-Assist

*Fax referrals are **13x** more effective than simple referrals!*

Directly connect clients to the Quitline. Go online for training & certification in the Fax-to Assist referral program, at: <http://mdquit.org/fax-to-assist>

Fax-to-Assist providers who are HIPAA-covered receive feedback about client from the Quitline

Maryland Quitline

Refer clients to call 1-800-QUIT NOW (1-800-784-8669)

Local Health Departments

Resources for: smoking cessation treatment programs, counseling, and access to NRT

What to Tell Clients about the Maryland Quitline:

Maryland's

1-800



QUIT NOW

1-800-784-8669

SmokingStopsHere.com

- ✓ **Free and confidential** smoking cessation phone counseling
- ✓ Operates **7 days** a week, **24 hours** a day
- ✓ **Free** phone counseling sessions
- ✓ Access to **free NRT** while supplies last
- ✓ **Text and web services** available
- ✓ Special coaching for **pregnant women and teens**

MARYLAND RESOURCE CENTER
FOR QUITTING USE & INITIATION OF TOBACCO



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