



# Community Health Worker Asthma Training Program

## Learning collaborative #9

November 30th, 2020

# Welcome

- ▶ This is the 9th monthly Learning Collaborative, a place for all who have attended our trainings to participate and engage with their peers and the PHSKC CHW training team. Currently, our LC's have focused on COVID19 resources.
- ▶ If you would like Spanish translation, please enter your name/phone # in that chat box

# SKYPE Line- Spanish

[Join Skype Meeting](#) - -

Trouble Joining? [Try Skype Web App](#)

Join by phone

1.206.263.8114,,238983# (Washington state)  
(United States)

English

[Find a local number](#)

Conference ID: 238983

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# Welcome!

## Agenda

### 1. Introductions

- ▶ PHSKC Team
- ▶ King County CHWs & Supervisors
- ▶ Southwest WA CHWs & Supervisors

### 2. COVID19 updates and resources

### 3. Penny Brewer will facilitate discussion on navigating difficult conversations with Patient/Clients

# Statewide Updates

## What's Open: NOVEMBER 17 - DECEMBER 14

In addition to essential activities, the following are allowed:

### Recreation

- Adult and youth sports (outdoors only, masks required)
- Hunting & fishing
- Skiing
- Camping
- Golf and tennis
- Outdoor recreation involving 5 or fewer people outside your household
- Races: bicycle, running, cross country skiing, biathlons, canoe and kayak races, triathlons, and multi-sport competitions
- Water Recreation Facilities (appointment only)

### Gatherings

Indoor gatherings with people who don't live with you are prohibited, unless you quarantine for 14 days prior to the gathering or quarantine for 7 days and receive a negative COVID-19 test result.

Gather outside with no more than 5 people who do not live with you per week.

# Statewide Updates

## What's Open: NOVEMBER 17 - DECEMBER 14

### Gatherings (Continued)

- Indoor spiritual or religious services up to 25% of capacity or 200 people, whichever is less. Face masks are required. (Choirs, bands and ensembles are not allowed. Congregational singing not allowed)
- In-home faith-based services or counseling with up to 5 people.
- Wedding and funeral ceremonies are limited to 30 people. (Receptions not allowed)
- Outdoor visitation at long-term care facilities. (Indoor visitation restricted to essential support person and compassionate care situations)

### Travel

- Everyone is encouraged to stay home or in their region and avoid non-essential travel to other states or countries.
- Persons arriving from other states or countries, including returning Washington residents, should self-quarantine for 14 days after arrival.

# Statewide Updates

## What's Open: NOVEMBER 17 - DECEMBER 14

### Business and Services - Limited indoor capacity or Outdoor only

- Aquariums and zoos (outdoor exhibits only)
- Construction
- Farms
- In-home/domestic services (nannies, housecleaning, etc.)
- Libraries (limited indoor capacity)
- Manufacturing
- Drive-in movie theaters
- Museums (outdoor exhibits only)
- Personal services (hair and nail salons, barbers, tattoo, etc. with limited indoor capacity)
- Pet grooming
- Photography
- Professional services/office-based businesses (telework is required where possible, businesses have capacity limits and cannot be open to the public)
- Real estate (open houses are prohibited)
- Restaurants/taverns (outdoor dining and to-go only)
- Retail (in-store purchases allowed with limited capacity)



Are you keeping your flock safe and small? Although we are doing our best to stop the spread of COVID-19, this virus is sneaky. It can pass quickly from person to person, often without showing symptoms until it's too late. We can do our part by not gathering indoors with people from outside our household.

# Data Dashboards

## CURRENT STATUS

Data as of November 28, 2020 11:59PM PT

Select an Option

Confirmed Cases

Hospitalizations

Deaths

Tabular View

County-level  
information can be  
found on Local  
Health Jurisdiction  
(LHJ) websites

LHJ websites

### COVID-19 in Washington State

#### Confirmed Cases, Hospitalizations and Deaths by County

COVID-19 has spread throughout most of Washington State. Confirmed cases, hospitalizations and deaths happened to people who have had a positive molecular test for COVID-19.

[Learn More](#)

Confirmed Cases	<b>162,700</b>
Hospitalizations	<b>10,759</b>
Deaths	<b>2,703</b>
Percent of Deaths (deaths/confirmed cases)	<b>1.7%</b>

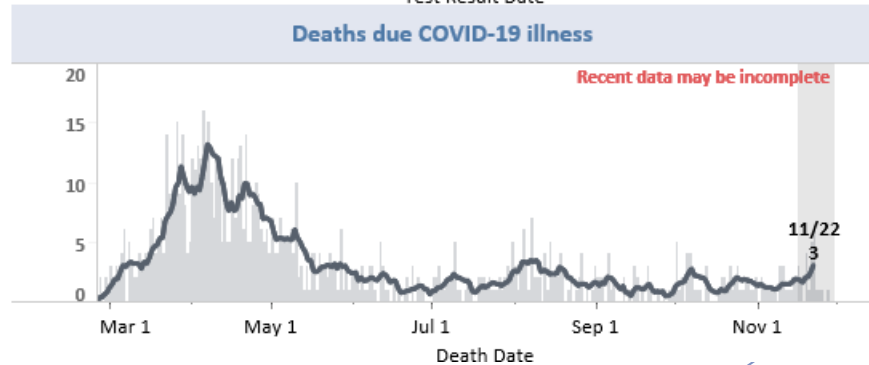
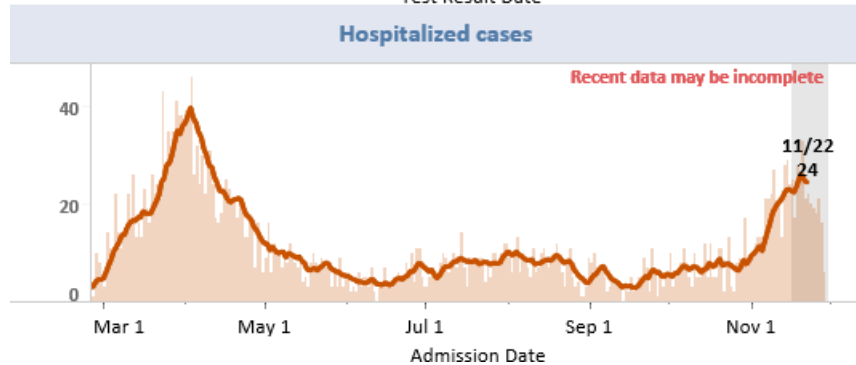
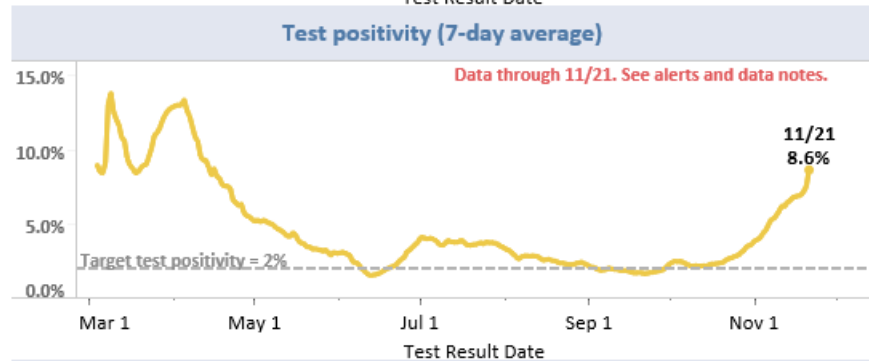
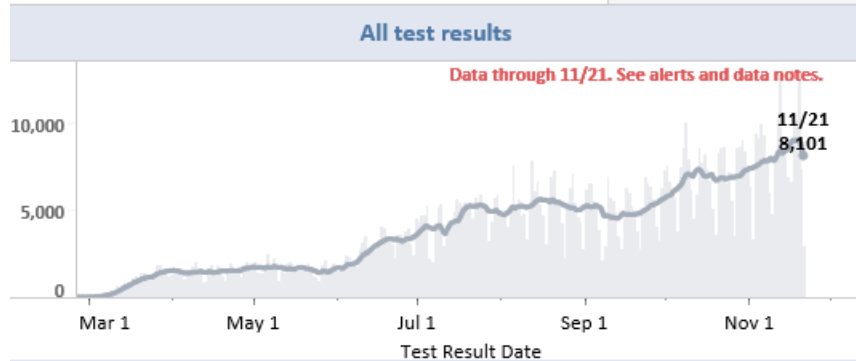
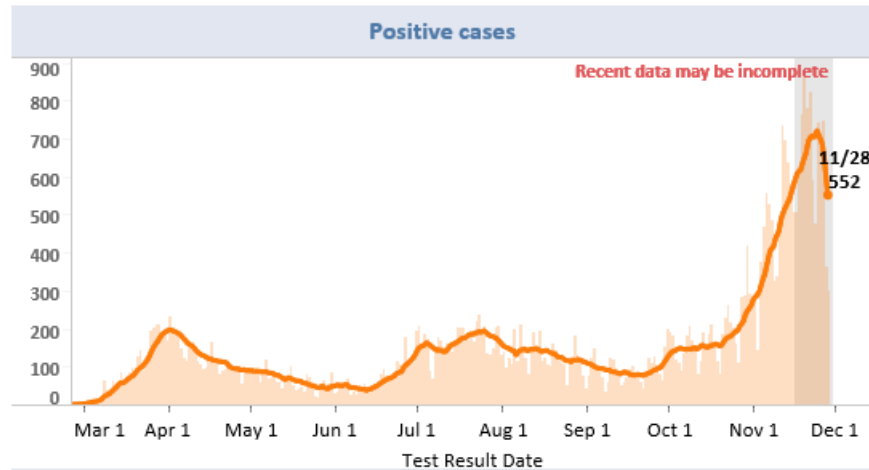
Please click "Learn More" for more information.

#### Confirmed Cases, Hospitalizations and Deaths by County

County	Confirmed Cases	Hospitalizations	Deaths
King	43,837	3,190	866
Pierce	16,757	1,356	273
Spokane	16,606	969	247
Snohomish	14,394	1,148	276
Yakima	13,665	884	295
Clark	8,495	495	115
Benton	8,065	494	141
Franklin	6,496	380	72
Grant	4,135	207	33
Thurston	2,957	216	46
Kitsap	2,438	149	30
Whatcom	2,357	139	53
Chelan	2,356	97	22

# Data Dashboards

	Count	Overall		Past 14 days	
		New since Yesterday	Percent	Count	Percent
Positives	43,740	356		8,730	15.4%
Hospitalizations	3,190	26	7.3% of all positive cases	295	3.4%
Deaths due to COVID-19 illness	858	2	2.0% of all positive cases	27	0.3%
All test results	1,054,391	<div> <div></div> <div></div> </div>			
People tested	626,435				





# Penny Brewer Presentation



# What is Motivational Interviewing?

- MI is a collaborative goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion.

# Righting Reflex vs. Ambivalence

- RESISTANCE CAN BE A RESULT OF:
- Our desire to keep people from going down the wrong path and to set things right
- Leading to our pushing our client too quickly for a behavior change when
- Our client is AMBIVALENT about the change and is not ready for planning---instead will defend against that change

# ROLLING WITH RESISTANCE

- 1. Reflective Listening
  - Respond to resistance with non-resistance
  - Validate feelings by expressing empathy so client knows you understand
  - The purpose is to lower resistance and move toward collaboration again.
- 2. Coming Alongside (use 'we' instead of 'you')  
Using validation to create partnership

# Beyond Reflections

- 3. Reframing
  - Offering a new and positive interpretation of negative information provided by client
  - For example: “My family members are always nagging me to quit smoking” and you could say “sounds like they care a lot about you”

# Beyond Reflections

- 4. Shifting Focus
  - Helping to move focus away from obstacles or barriers.
  - Example: If the problem is time that keeps them from considering change: “Let’s pretend you have six more hours in the day. What would you do?”

# Beyond Reflections

- 5. Agreeing with a Twist
  - Agreeing with the client, but with a slight change of direction that propels the discussion forward
  - Reflection with a Reframe

# Beyond Reflection

- 6. Emphasizing Personal Choice
  - Acknowledging the autonomy of the client
  - In the end it is he or she who determines what happens

# Dealing with Resistance

- When client has misinformation
  - Examples: “there is no way my house can be clean without using bleach”
  - “My child doesn’t need any more medicine. He has his rescue medicine and that works fine.”
  - “My Chihuahua dog helps my asthma”

# Dealing with Resistance

- With misinformation:

REFLECT

Then use E—P—E

ASK what the client knows about\_\_\_\_\_

“May I share what I have learned?”

PROVIDE information

ASK client for reaction



## Any Questions/Comments?

Reminder! Please complete survey sent by  
Email

Thank you!