



# HIV Self-Management

## Opportunities to Coach and Be Coached

Debbie Cestaro-Seifer, MS, RN. NC-BC  
Education and Training Specialist  
Practice Facilitation Coach  
Southeast AIDS Education and Training Center (SE AETC)

# Disclosures

- The activity planners and speaker do not have any financial relationships with commercial entities to disclose.
- The speaker will not discuss any off-label use or investigational product during the program.

This slide set has been peer-reviewed to ensure that there are no conflicts of interest represented in the presentation.

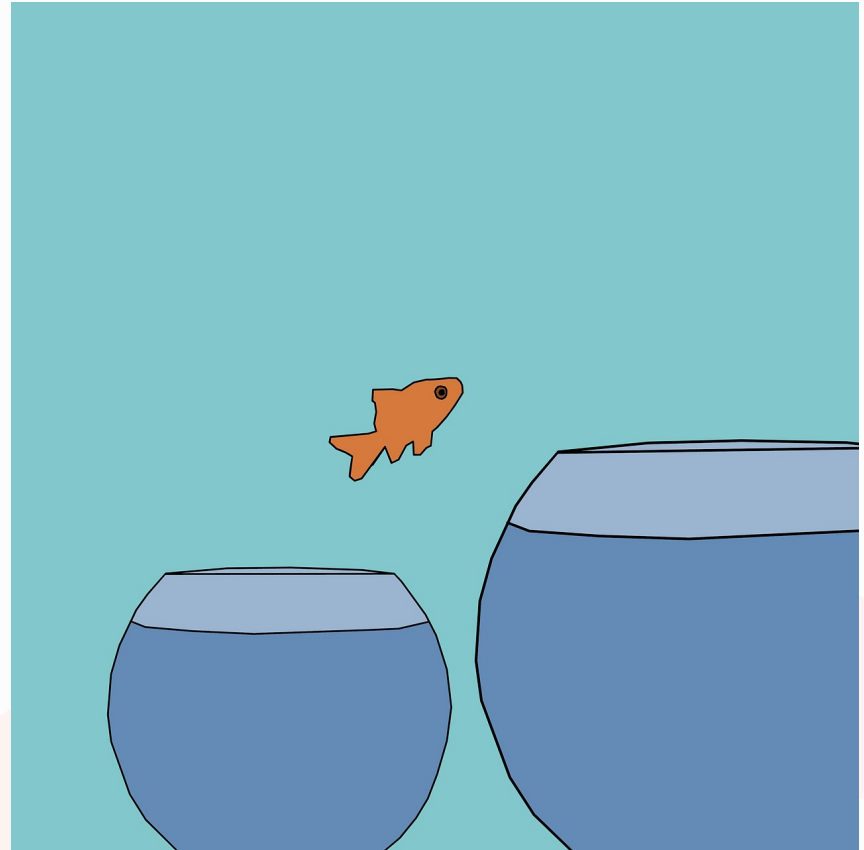
# Learning Objectives

Following participation in this webinar, attendees will be able to:

1. Identify the 4 components of individual self-management as it relates to chronic disease.
2. Explain how to leverage individual character strengths to promote patient engagement in HIV self-management.
3. Discuss strategies to apply the concepts of partnership and shared decision-making to facilitate successful HIV self-management and self-care.
4. Describe the zone of helpfulness as it relates to partnering with and mentoring patients in self-care.

# Take a breath in deeply and exhale...

In one word, identify  
your most  
indispensable  
personality trait ?



# Take another breath... inhale and exhale slowly and completely

- In one word, what is the most important thing you want to learn about HIV self-management today?



How do we perceive our health needs and our own abilities for change?

**PERCEPTIONS ARE IMPORTANT**

# Perceptions of Strategies that Impact Health and Wellness

## Healthcare Providers

- Education\*
- Trust
- Culture

## Patients/Consumers

- Bidirectional Communication
- Comprehensive Treatment
- Discipline

\*providers thought patients needed education to understand the seriousness of their illness and need for medication adherence, but the patients said they were clear on the meaning of their illness. Patients were looking for understanding of their individual needs.

# Shared Decision Making

A powerful way of working with patients

Shared decision making has been shown to

- reduce preventable hospital readmissions by at least 19% among individuals with cardiac health problems
- decrease patient anxiety
- decrease healthcare costs



# Prepared Proactive Practice Teams (P3T) Empower Patients

**EMPOWERED  
PATIENTS**

**PLAY AN  
ACTIVE ROLE**

**IN THEIR OWN  
TREATMENT**

**I'm  
In Charge**  
*Today and Everyday.*

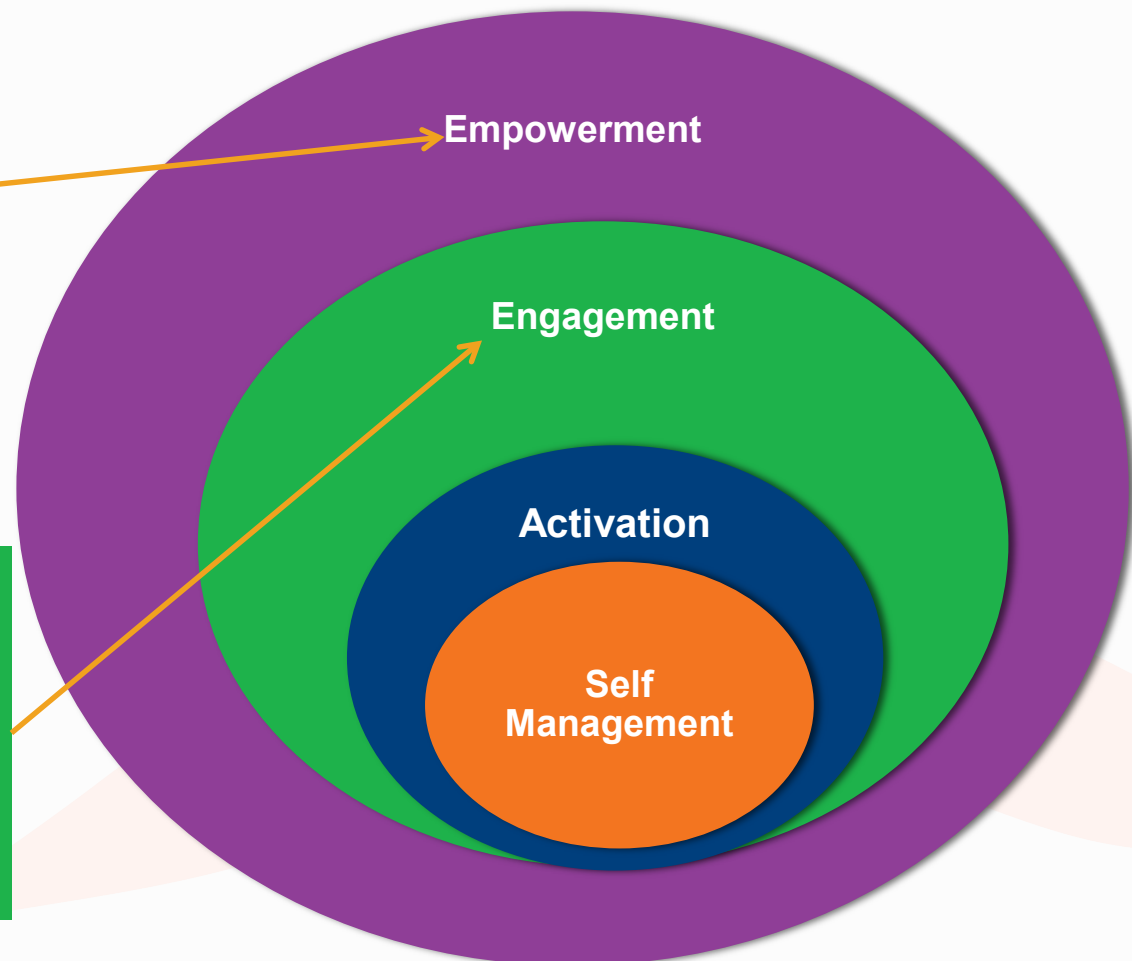
# Patient Empowerment & Engagement in Care

“A process through which people gain control over decisions and actions affecting their health.”

(WHO, 1998)

“Actions individuals must take to obtain the greatest benefit from the healthcare services available to them.”

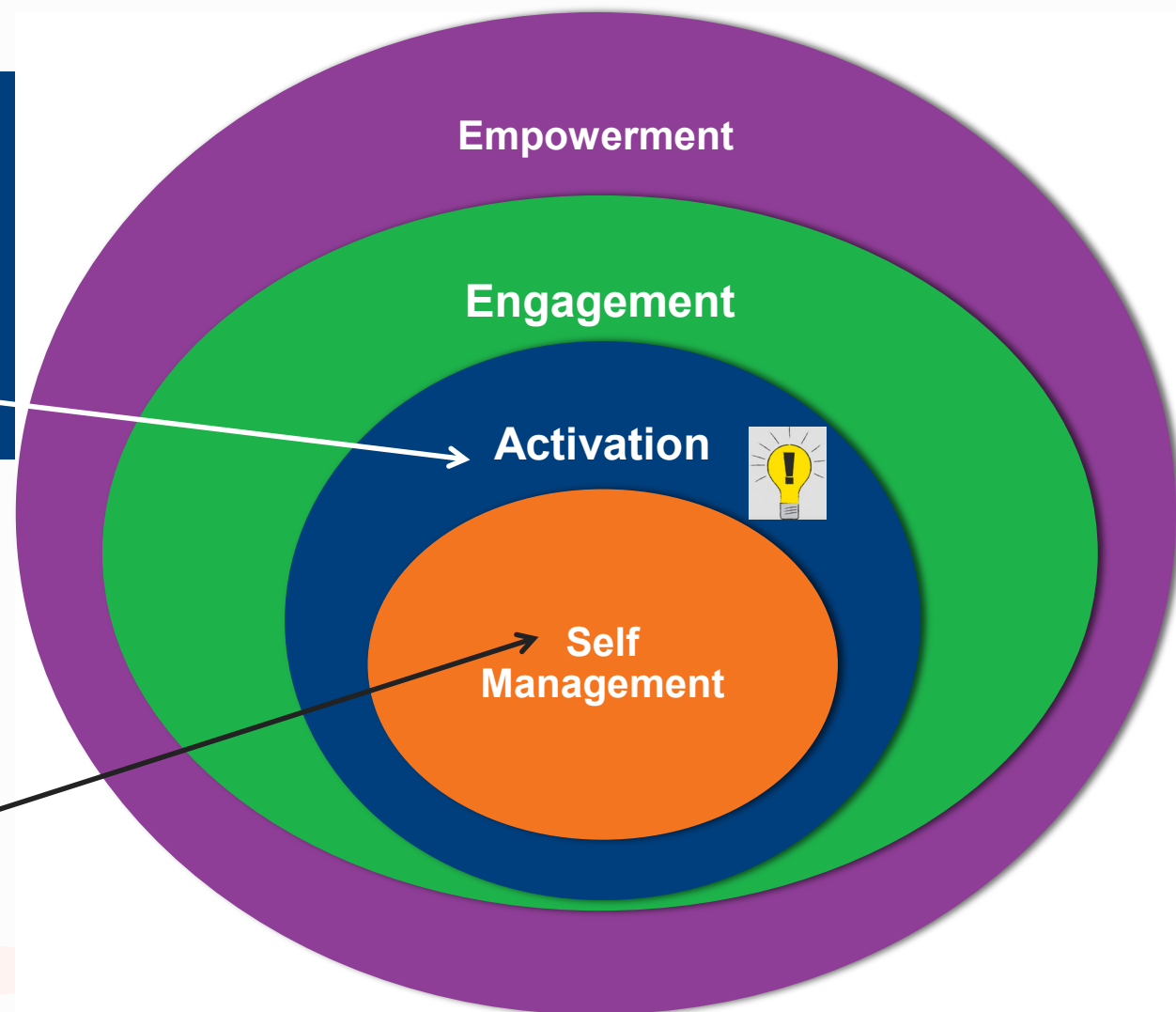
(AHRQ, 2010)



# Activation and Self-management

“An individual’s knowledge, skill and confidence for managing their health/healthcare.”  
(Hibbard, 2004)

“Tasks individuals must undertake to live well with illness & includes having the confidence to deal with medical, role and emotional management of illness.”  
(IOM, 2003)



# What is patient activation?



J Hibbard et al, 2009

# HIV Chronic Disease Management

## Important Topics

- Sex
- STD Prevention
- Adherence
- Viral Suppression
- Behavioral health
- Priority setting
- Stigma
- Disclosure
- Wrap around support

Facilitating HIV Chronic Disease Management

# TOOLS FOR PROVIDERS AND THEIR TEAMS

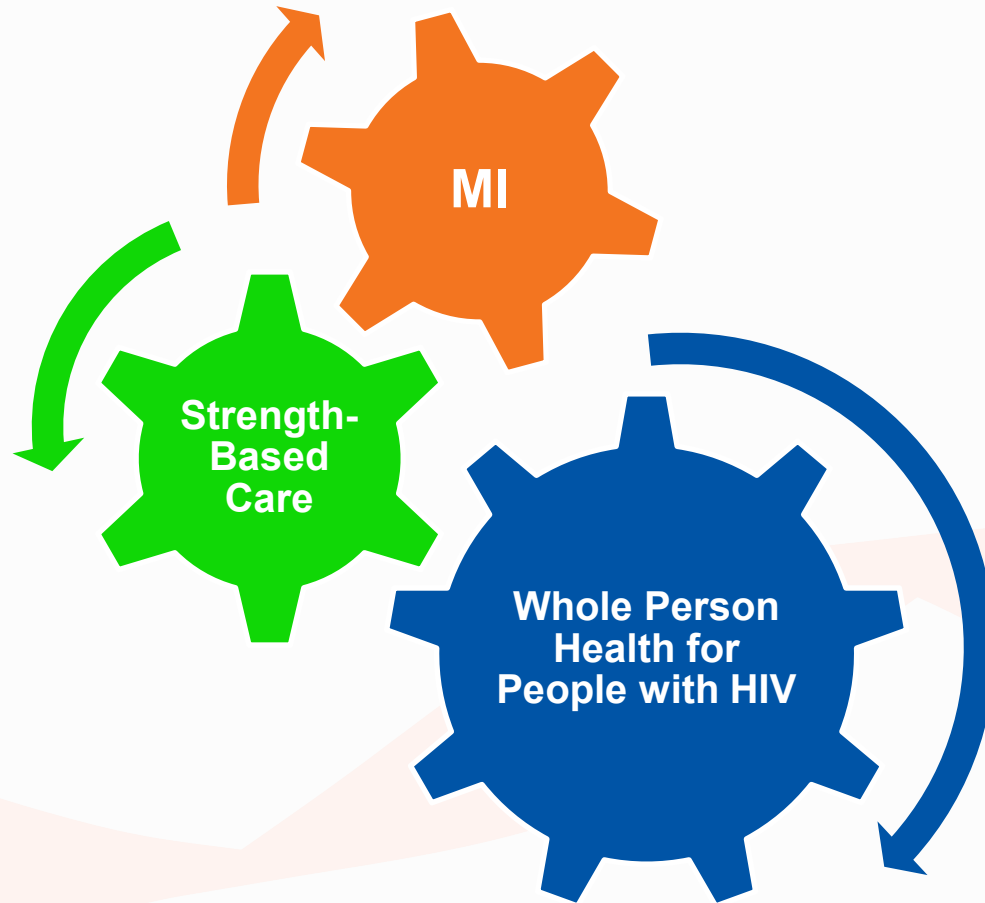
# HIV Chronic Disease Management

## Key Behaviors for Healthcare Professionals

- Guide
- Encourage
- Inform



# Tools for Tough Topics







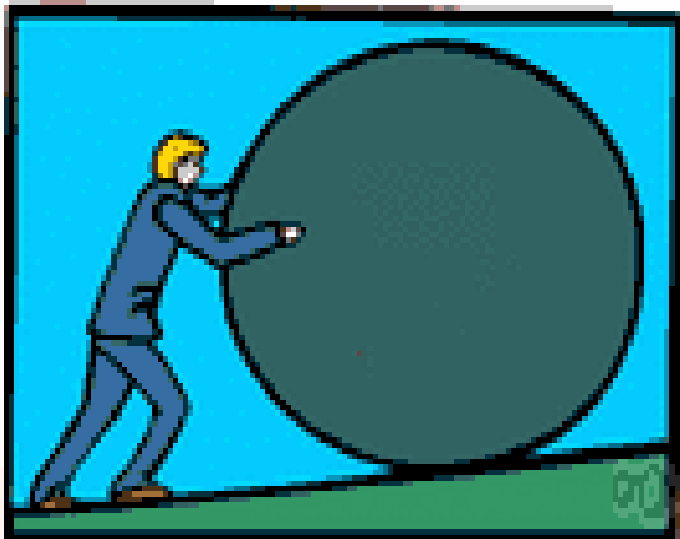
# Motivational Interviewing (MI)

## An Evidence-Based Chronic Disease Management Tool

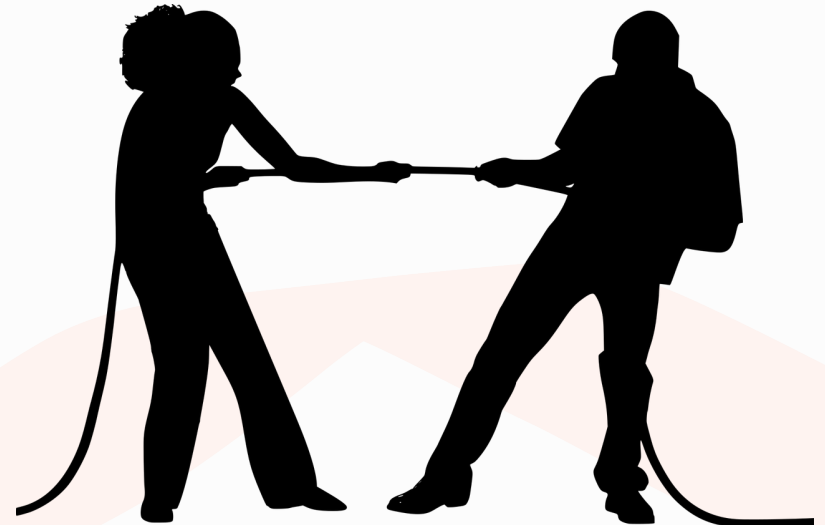
- **A method of counseling**, designed to facilitate natural change (the patient's internal motivation) *William Miller & Stephen Rollnick (2008)*
- **Goal:** by addressing ambivalence toward change  
*William Miller & Stephen Rollnick (2012)*
- **Premise:** confrontational strategies are not effective  
*William Miller & Stephen Rollnick (2012)*
- **Based on Transtheoretical Change Theory or “Stages of Change” model”**  
*Prochaska and DiClemente, C. (1983)*

# Not Motivational Interviewing

NOT THIS



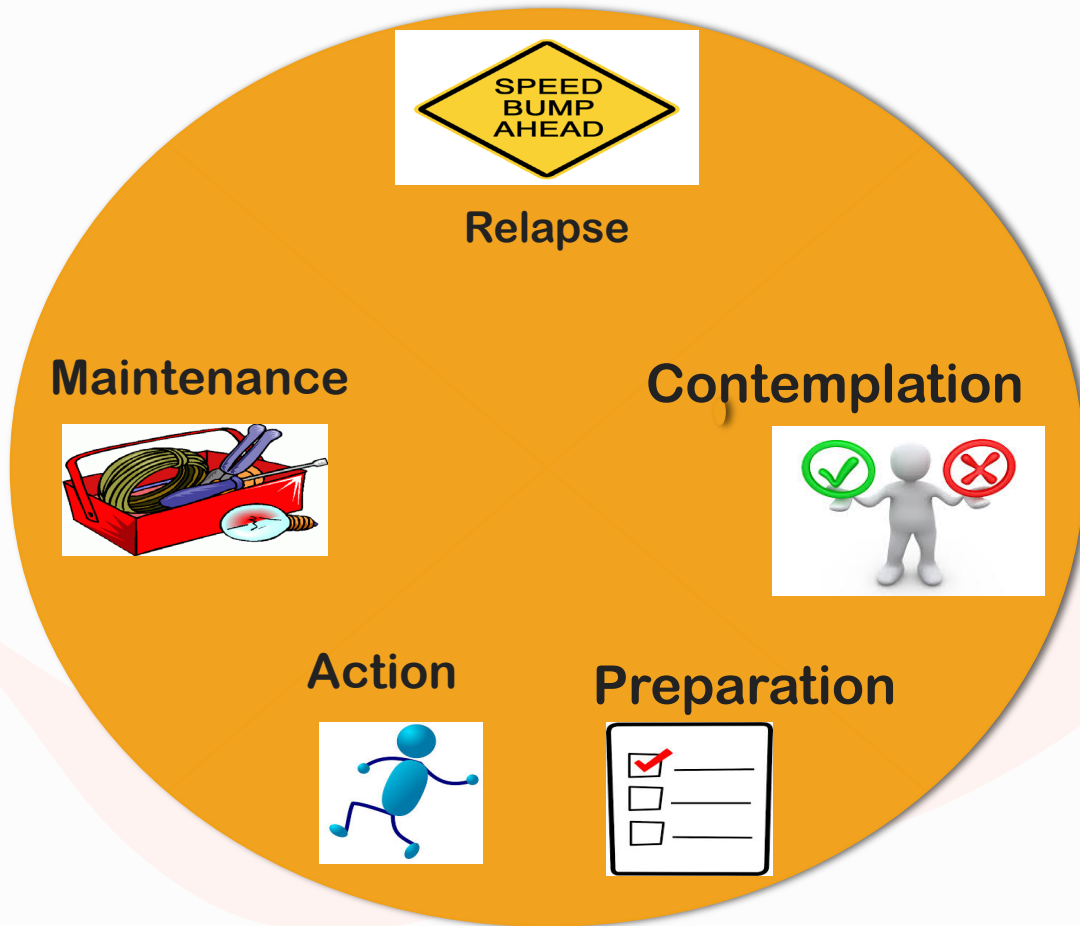
NOT THIS



# Motivational Interviewing



# Is Your Patient a Shopper for Change?



**Pre-contemplation**  
↩  
**Not Shopping**  
**“Browser”**



# Name That Stage

“I went away for a long weekend. I guess I forgot to take my medications. It felt so good to feel normal for a few days. I met someone...what a great trip!

I’ll start back on the medications tomorrow. I should be fine, right?”

1. Pre-contemplation
2. Contemplation
3. Preparation
4. Action
5. Maintenance
6. Relapse



# Name That Stage

“I went away for a long weekend. I guess I forgot to take my medications. It felt so good to feel normal for a few days. I met someone...what a great trip!

I’ll start back on the medications tomorrow. I should be fine, right?”

1. Pre-contemplation
2. Contemplation
3. Preparation
4. Action
5. Maintenance
6. **Relapse**

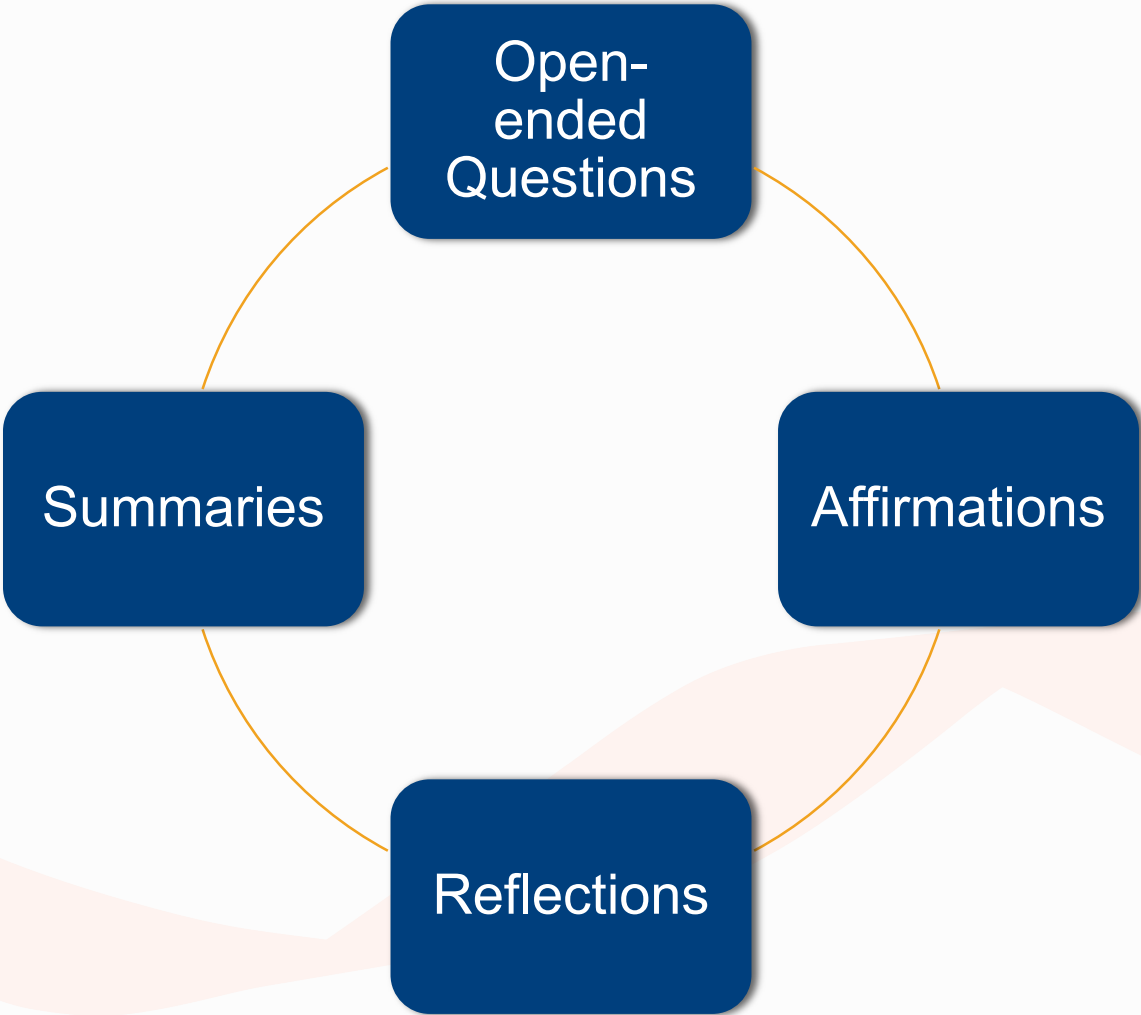
# Name one teachable moment ...

In the scenario we just reviewed, name one teachable point that could be discussed with the patient....





# MI Core Communication Techniques: Using Your OARS





# Important Communication Skill

**Active  
Listening**

# Did You Know?

The average patient is interrupted by their healthcare professional every 17-18 seconds.



# Recognizing Change Talk

- **Desire:** “I want to...”
- **Ability:** “I can...”
- **Reason:** “It’s important....”
- **Need:** “If...then....”
- **Commitment:** “I will...”
- **Activation:** “I am ready .....
- **Taking steps:** “I am doing it now..”

“

If you merely increase a person's sense of urgency for change, but not the belief that it's possible (*to change*), you haven't done them any favor.

”

Miller & Rollnick, 2012

# Two Big Questions:

## Importance and Self-Confidence

On a scale of 1-10  
**How Important** to  
you is making this  
change?

On a scale of 1-10  
**how confident** are  
you that you will be  
able to make this  
change?



# VIA Character Strengths

- Ryan Niemiec and Ryan McGrath
- VIA Institute on Character Strengths
- Research based from the science of positive psychology
- **24-character strengths**

## Six Categories

1. Wisdom and knowledge
2. Courage
3. Humanity
4. Justice
5. Temperance
6. Transcendence




# The VIA Classification of 24 Character Strengths

ViaCharacter.org

<b>WISDOM</b>	<b>CREATIVITY</b> <ul style="list-style-type: none"> <li>Originality</li> <li>Adaptive</li> <li>Ingenuity</li> </ul>	<b>CURIOSITY</b> <ul style="list-style-type: none"> <li>Interest</li> <li>Novelty-Seeking</li> <li>Exploration</li> <li>Openness</li> </ul>	<b>JUDGMENT</b> <ul style="list-style-type: none"> <li>Critical Thinking</li> <li>Thinking Things Through</li> <li>Open-mindedness</li> </ul>	<b>LOVE OF LEARNING</b> <ul style="list-style-type: none"> <li>Mastering New Skills &amp; Topics</li> <li>Systematically Adding to Knowledge</li> </ul>	<b>PERSPECTIVE</b> <ul style="list-style-type: none"> <li>Wisdom</li> <li>Providing Wise Counsel</li> <li>Taking the Big Picture View</li> </ul>
<b>COURAGE</b>	<b>BRAVERY</b> <ul style="list-style-type: none"> <li>Valor</li> <li>Not Shrinking from Fear</li> <li>Speaking Up for What's Right</li> </ul>	<b>PERSEVERANCE</b> <ul style="list-style-type: none"> <li>Persistence</li> <li>Industry</li> <li>Finishing What One Starts</li> </ul>	<b>HONESTY</b> <ul style="list-style-type: none"> <li>Authenticity</li> <li>Integrity</li> </ul>	<b>ZEST</b> <ul style="list-style-type: none"> <li>Vitality</li> <li>Enthusiasm</li> <li>Vigor</li> <li>Energy</li> <li>Feeling Alive</li> </ul>	
<b>HUMANITY</b>	<b>LOVE</b> <ul style="list-style-type: none"> <li>Both Loving and Being Loved</li> <li>Valuing Close Relations with Others</li> </ul>	<b>KINDNESS</b> <ul style="list-style-type: none"> <li>Generosity</li> <li>Nurturance</li> <li>Care &amp; Compassion</li> <li>Altruism</li> <li>"Niceness"</li> </ul>			<b>SOCIAL INTELLIGENCE</b> <ul style="list-style-type: none"> <li>Aware of the Motives/Feelings of Self/Others</li> <li>Knowing what Makes Other People Tick</li> </ul>
<b>JUSTICE</b>	<b>TEAMWORK</b> <ul style="list-style-type: none"> <li>Citizenship</li> <li>Social Responsibility</li> <li>Loyalty</li> </ul>			<b>FAIRNESS</b> <ul style="list-style-type: none"> <li>Just</li> <li>Not Letting Feelings Bias Decisions About Others</li> </ul>	<b>LEADERSHIP</b> <ul style="list-style-type: none"> <li>Organizing Group Activities</li> <li>Encouraging a Group to Get Things Done</li> </ul>
<b>TEMPERANCE</b>		<b>FORGIVENESS</b> <ul style="list-style-type: none"> <li>Mercy</li> <li>Accepting Others' Shortcomings</li> <li>Giving People a Second Chance</li> </ul>	<b>HUMILITY</b> <ul style="list-style-type: none"> <li>Modesty</li> <li>Letting One's Accomplishments Speak for Themselves</li> </ul>	<b>PRUDENCE</b> <ul style="list-style-type: none"> <li>Careful</li> <li>Cautious</li> <li>Not Taking Undue Risks</li> </ul>	<b>SELF-REGULATION</b> <ul style="list-style-type: none"> <li>Self-Control</li> <li>Disciplined</li> <li>Managing Impulses &amp; Emotions</li> </ul>
<b>TRANSCENDENCE</b>	<b>APPRECIATION OF BEAUTY &amp; EXCELLENCE</b> <ul style="list-style-type: none"> <li>Awe</li> <li>Wonder</li> <li>Elevation</li> </ul>	<b>GRATITUDE</b> <ul style="list-style-type: none"> <li>Thankful for the Good</li> <li>Expressing Thanks</li> <li>Feeling Blessed</li> </ul>	<b>HOPE</b> <ul style="list-style-type: none"> <li>Optimism</li> <li>Future-Mindedness</li> <li>Future Orientation</li> </ul>	<b>HUMOR</b> <ul style="list-style-type: none"> <li>Playfulness</li> <li>Bringing Smiles to Others</li> <li>Lighthearted</li> </ul>	<b>SPIRITUALITY</b> <ul style="list-style-type: none"> <li>Religiousness</li> <li>Faith</li> <li>Purpose</li> <li>Meaning</li> </ul>

©Copyright 2004-2014, VIA Institute on Character



# Use Positive Emotional Attractors (PEAs)

- Derived from Intentional Change Theory
- Richard Boyatzis, Case Western Reserve University
- Connect to inner hopes, possibilities, strengths, resiliencies and optimism to give change meaning

## Questions to Ask

1. What matters most?
2. What is your personal goal for yourself?
3. Focus more on personal interests and passions- use to help anchor and support change

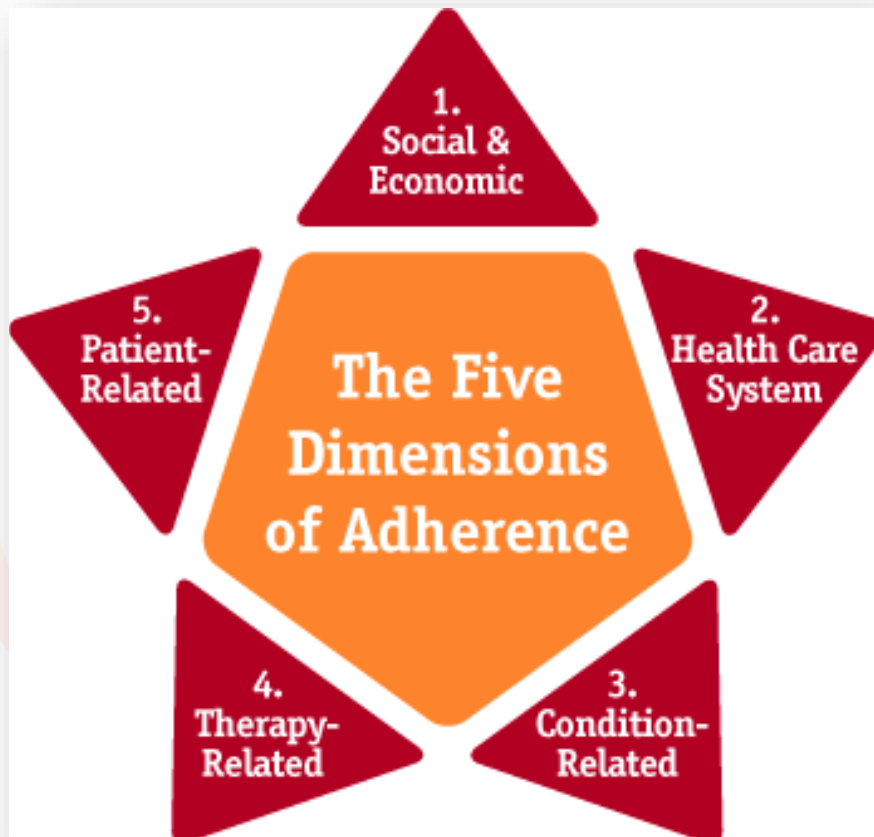


# High Intensity HIV Chronic Disease Management

**TWO TOOLS FOR  
TWO TOPICS**



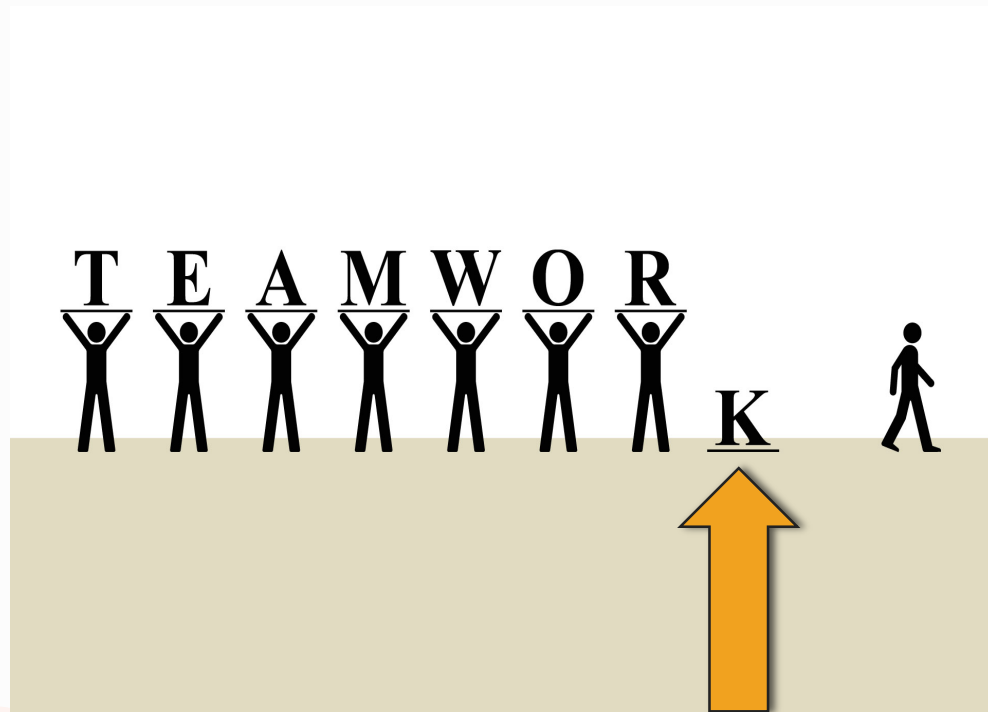
# Topic #1 Adherence



- Social and Economic
- Health Care System
- Condition-Related
- Therapy-Related
- Patient-Related



# PATIENT ADHERENCE TO MEDICAL APPOINTMENTS



# No Show Visits: Strong Predictor of Mortality

**Dr. Michael Mugavero**  
**University of Alabama**  
**1917 Clinic**

*Clinical Infectious Diseases*, Volume 48, Issue 2, 15  
January 2009, Pages 248–256,  
<https://doi.org/10.1086/595705>

“Patients who missed visits within the first year after initiating outpatient treatment for HIV infection had more than twice the rate of long-term mortality, compared with those patients who attended all scheduled appointments.”

# Antiretroviral Adherence

- **Empowering Core message:** People living with HIV who take HIV medications daily as prescribed and achieve and maintain an undetectable viral load have “effectively no risk” of transmitting the virus to their HIV-negative partner. **U=U**

# Case Scenario (audio)



**Interviewer: What is the hardest part about understanding what your doctor or nurse practitioner tells you about your HIV?**

*“Most of the time, for me, it be either the T-cell count and the viral load ‘cause either one of ‘em be up and the other one be down; and up is good on one of ‘em. I don’t know which one is good of ‘em and which one is bad of ‘em.”*



# Using Tools to Support Adherence

## MI

- ✓ What matters most to you?
- ✓ What can you do right now?
- ✓ How will you know when you are ready to take your medication?
- ✓ On a scale of 1 to 10.....

## Character Strengths

- Which one of your many character strengths could you use to help you get to your appointments so that we can work together on your goal to be virally suppressed?

# Topic #2 Sexual Health: Having Sensitive Conversations About Sex





# Buckle Up for a Bumpy Ride?

- **Reframe** the discussion about sexual health
- See the conversation as an **opportunity**





# Sexual Health

1. Boosts the immune system
2. Good exercise: moderate exercise, burning about 150 calories per hour
3. Lowers blood pressure
4. Appears to lessen the risk of heart attacks
5. May help to prevent prostate cancer
6. Promotes relaxation by reducing stress
7. Helps to reduce pain: distraction, releases endorphins
8. It may prolong life (a marker for better overall health)



# Getting Comfortable

1. Bringing up Sex
2. Invite the Patient to Be Curious
3. Get Comfortable with Sex Words
4. Learn What the Patient Can Do

- How does **romance/anal sex** fit into your life?
- Many older adults remain sexually active. In what ways, if any, has sex changed for you?
- Since sexual health is a part of overall health, I ask all patients about their sexual health (framing). Before I begin, do you have any questions or sexual concerns you would like to discuss?

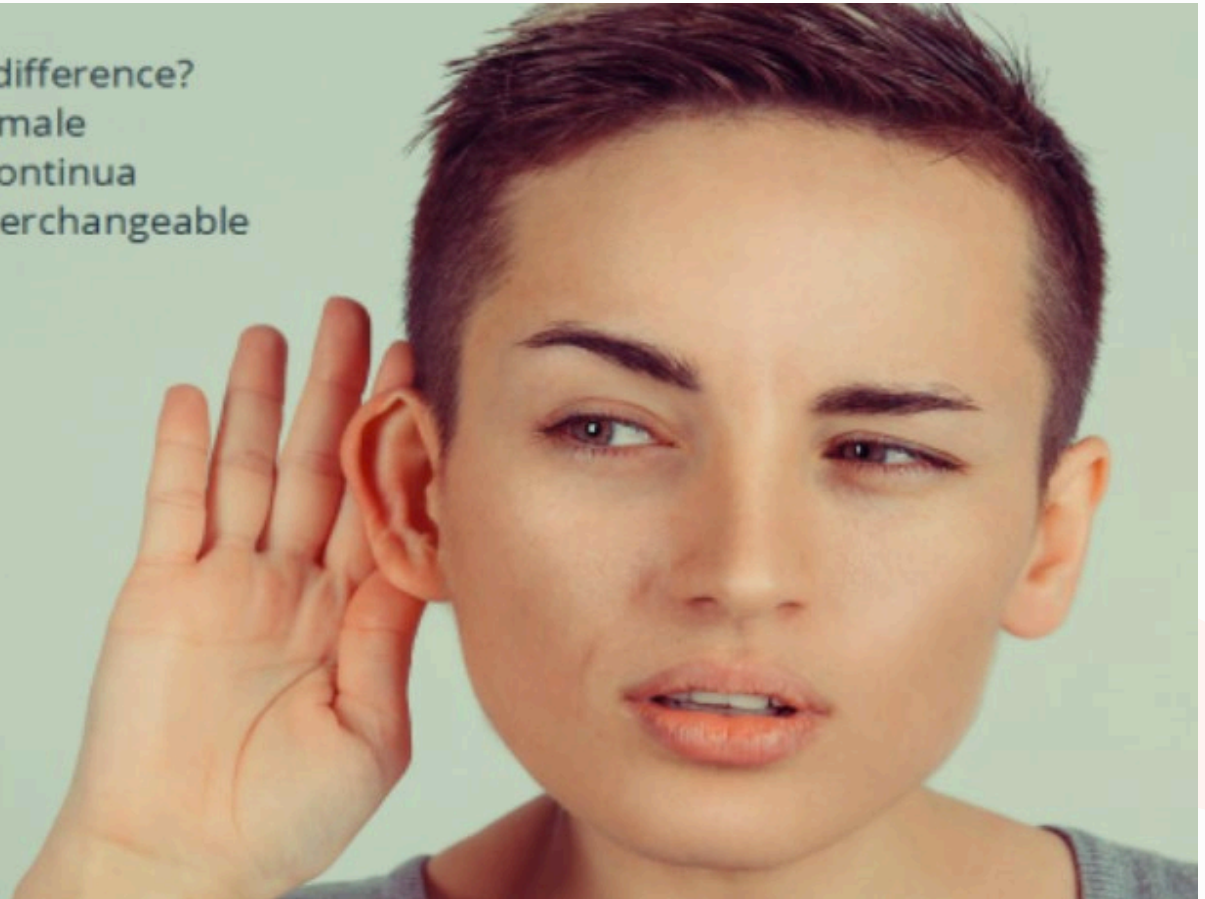


# Show Respect

## Learn About Gender Identity

Sex vs Gender What's the difference?

- Classification: male or female
- Feminine vs masculine continua
- Gender (social) is not interchangeable with sex (biological)



# Invite the Patient to Be Curious

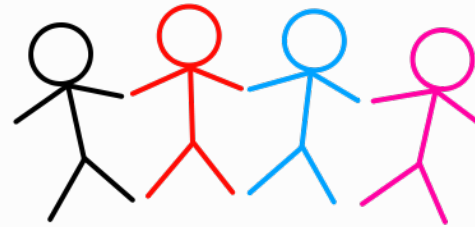
## Open-ended Questions and Active Listening

- **“What questions** about your sexual health do you have for me today?”
- **How do you protect yourself** from sexually transmitted diseases?
- **“What are your thoughts** about the difficulties you are having in talking with your partner about using condoms?”

# Re·la·tion·ship (rə' lāSH(ə)n , SHip/)

**Definition:** The way in which two or more people talk to, relate to, behave toward and interact with one another

**Synonyms:** connection, affiliation, rapport, bond, liaison, link, association attachment



## Translations:

**Haitian Creole**

**relasyon  
parante**

**Spanish**

**relación  
conexión**

# Invite the Patient to Be Curious

## Open-ended Questions and Active Listening

- “Some people choose to have one sexual partner at a time and some people have multiple sexual partners at any one given time. Tell me a little about your sexual partner or partners.”

# Invite the Patient to Be Curious

## Reflections and Active Listening

- “On the one hand, you don’t really want to use condoms, but on the other hand, you are getting really tired of being afraid that you might get an STD from one of your partners.”



# Invite the Patient to Be Curious

## Open-ended Questions, Active Listening & Reflections

- “Up until now, you didn’t know that sexual toys need to be washed after each use. What if anything will do now that you know?”
- “What do you need from me in order to succeed with your plan to keep your sexual toys clean?”



# Invite the Patient to Be Curious

## Open-ended Questions, Active Listening & Reflections

- “What are your thoughts about the situation?”
- I wonder what is getting in the way of you feeling well?”
- “What do you need from me in order to succeed?”
- “I don’t feel like we are working together as well as we might.” What do you think?  
(Make “I” statements”)

# Summaries Organize

Enhance the patient's understanding of the coaching session



OARS



# HIV Disease Management is a Team Sport



“

**Motivational Interviewing** fosters empowerment, engagement, activation and HIV self-management\*

”



**\*But You Have to Use It**

# Use Character Strengths and PEAS to “Get in Front of” Care Management

- “Tell me something about yourself, an interest or passion that you have, that people wouldn’t know by looking at you.

- “Your perseverance and leadership in helping your partner get back into HIV care tells me that health is important to you. How can I help you work to take care of your health too?”

The most important strategy in HIV Disease Management

# SELF CARE

# Teach Self-Care

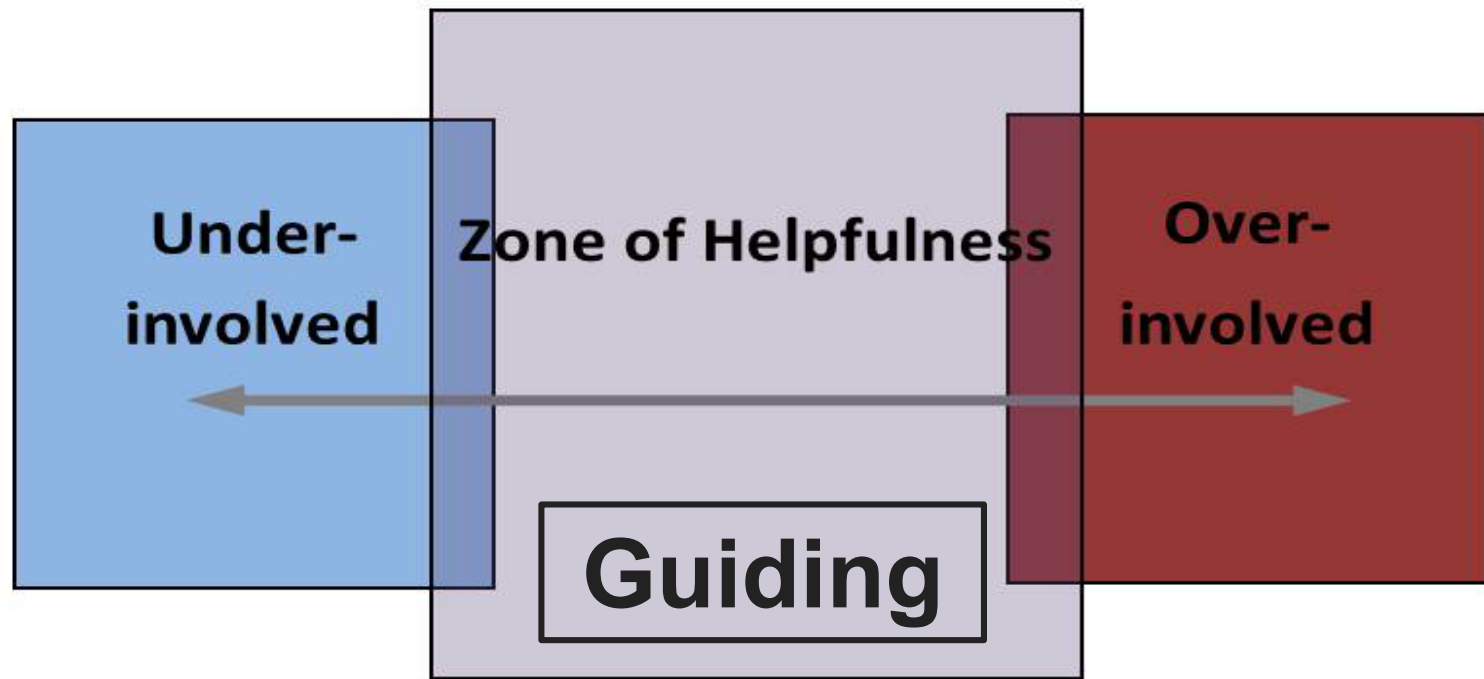
- Our bodies and minds are intimately connected.
- Living with HIV can be stressful and can challenge our emotional well-being.
- Stress and anxiety can affect our bodies.
- Maintaining “**a healthy mind in a healthy body**” is vital to good health.



# Cultural Considerations in Self Care

- The care of others has a premium value in some cultures
- When stress is high, in some cultures, we congregate and get with our community for support
- In providing wrap-around HIV health services we provide resources, including our physical selves to our patients
- When we all are directed, for the sake of health, to make distance between us, **remember to help patients think of new ways to reach out and stay connected to their support system and their HIV care**

# Empathy, Sympathy, Compassion and the Goldilocks Zone



# Health Care Providers Often Feel Triggered

## Compassion fatigue: The cost of caring



Copyright © 2015 Wolters Kluwer Health, Inc. All rights reserved.

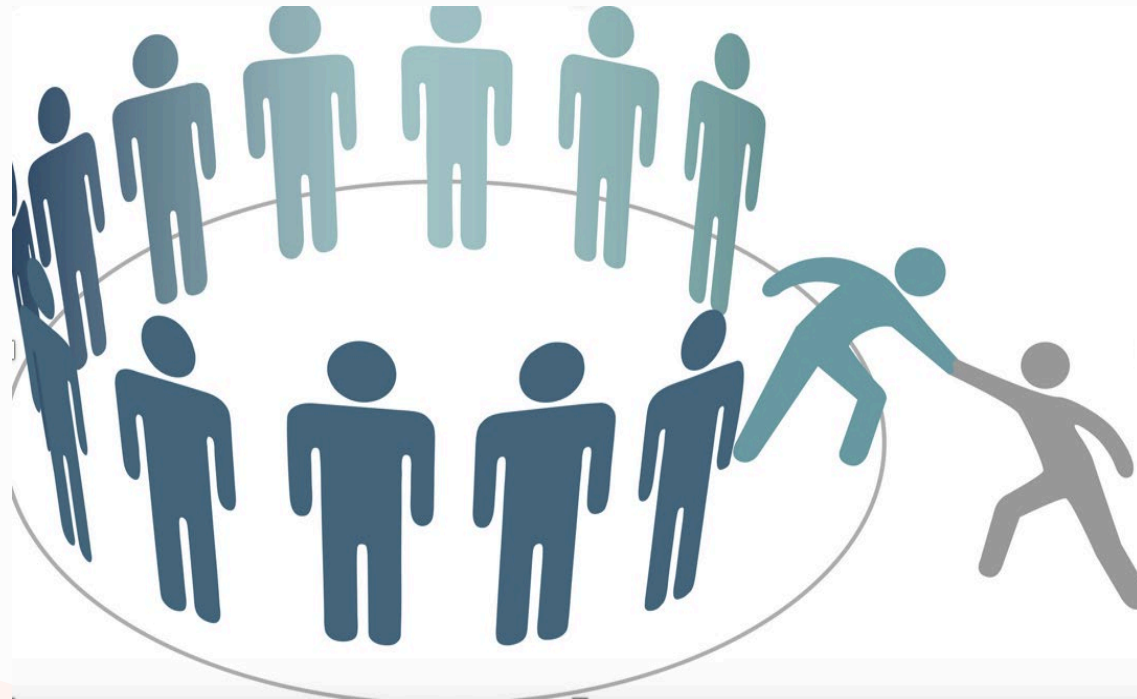


# Compassion Fatigue

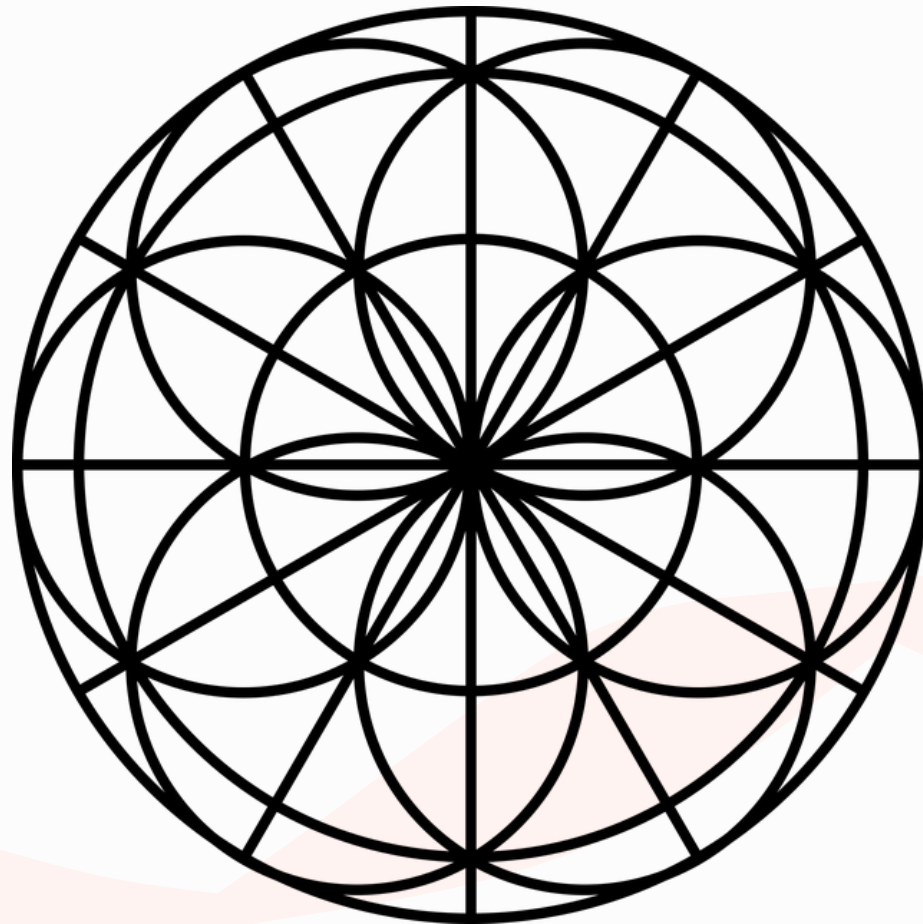


- “The cost of caring for others” (Figley, 1982)
- A state of tension and preoccupation with the stories/trauma experiences described by clients

# Create a Strong **Virtual** Support Network



# Self Care and Balance in Caretaking





# Or Maybe This is More Relaxing

# Or Maybe Six Stress Balls Followed by Handwashing in More for You





# Confidence



On a scale of 1 to 10 with 1 being not confident at all and 10 being extremely confident...

How confident are you in your ability to use 2 or more strategies discussed here on this webinar starting tomorrow?

# Deep Breath Time: Inhale and Exhale



Share the one thing you will do later today to take care of you.

# Speaker Contact Information

Debbie Cestaro-Seifer, MS, RN, NC-BC

Email:

[deborah.cestaroseifer@medicine.ufl.edu](mailto:deborah.cestaroseifer@medicine.ufl.edu)