

# Finding Focus

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Montana Primary Care Association

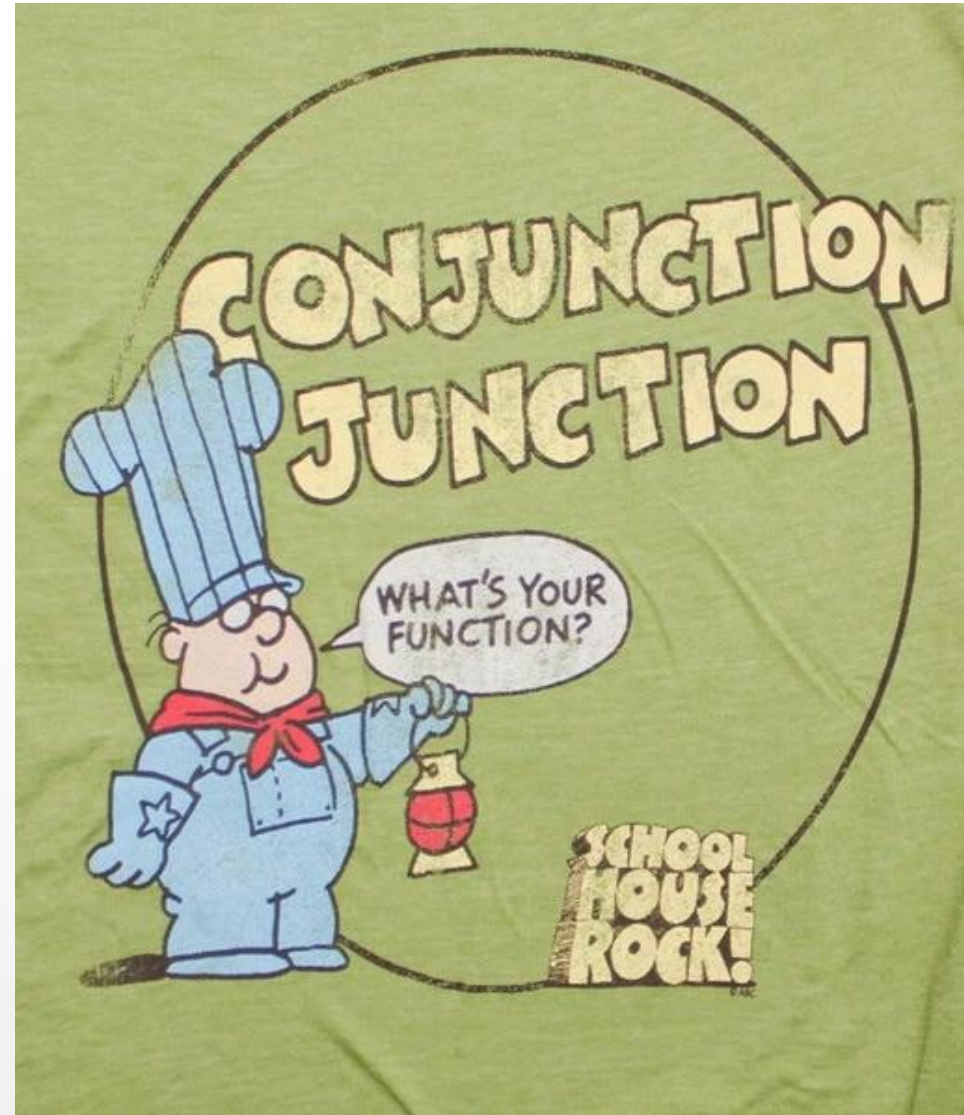
# Road Map



1. Creating a Focused Environment
2. Interventions
3. Patient Scenarios



# Function of the Behavior



# Set the Stage

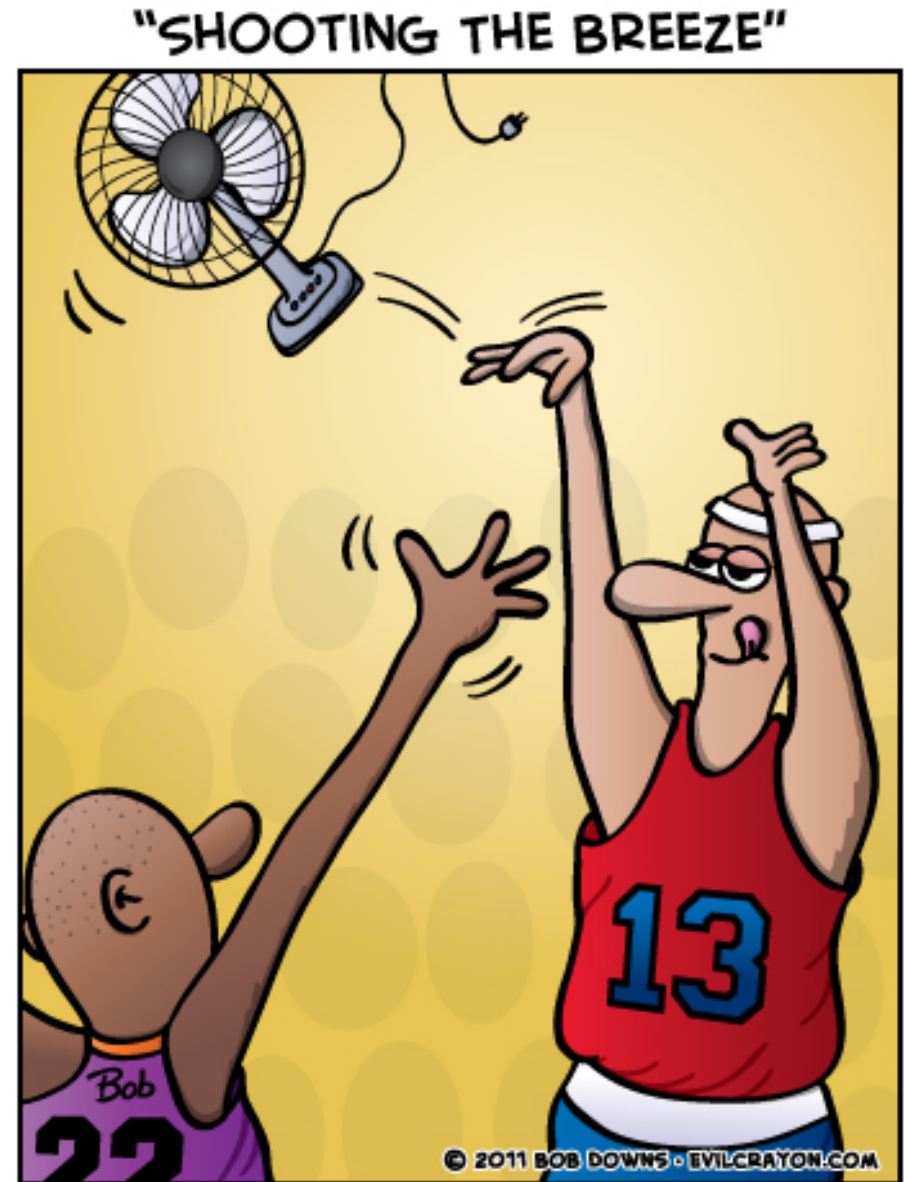


- How do you introduce yourself and your service?



# Agenda Setting

- Be Direct.
- Have Boundaries!
- Use your MI.



# Consistency

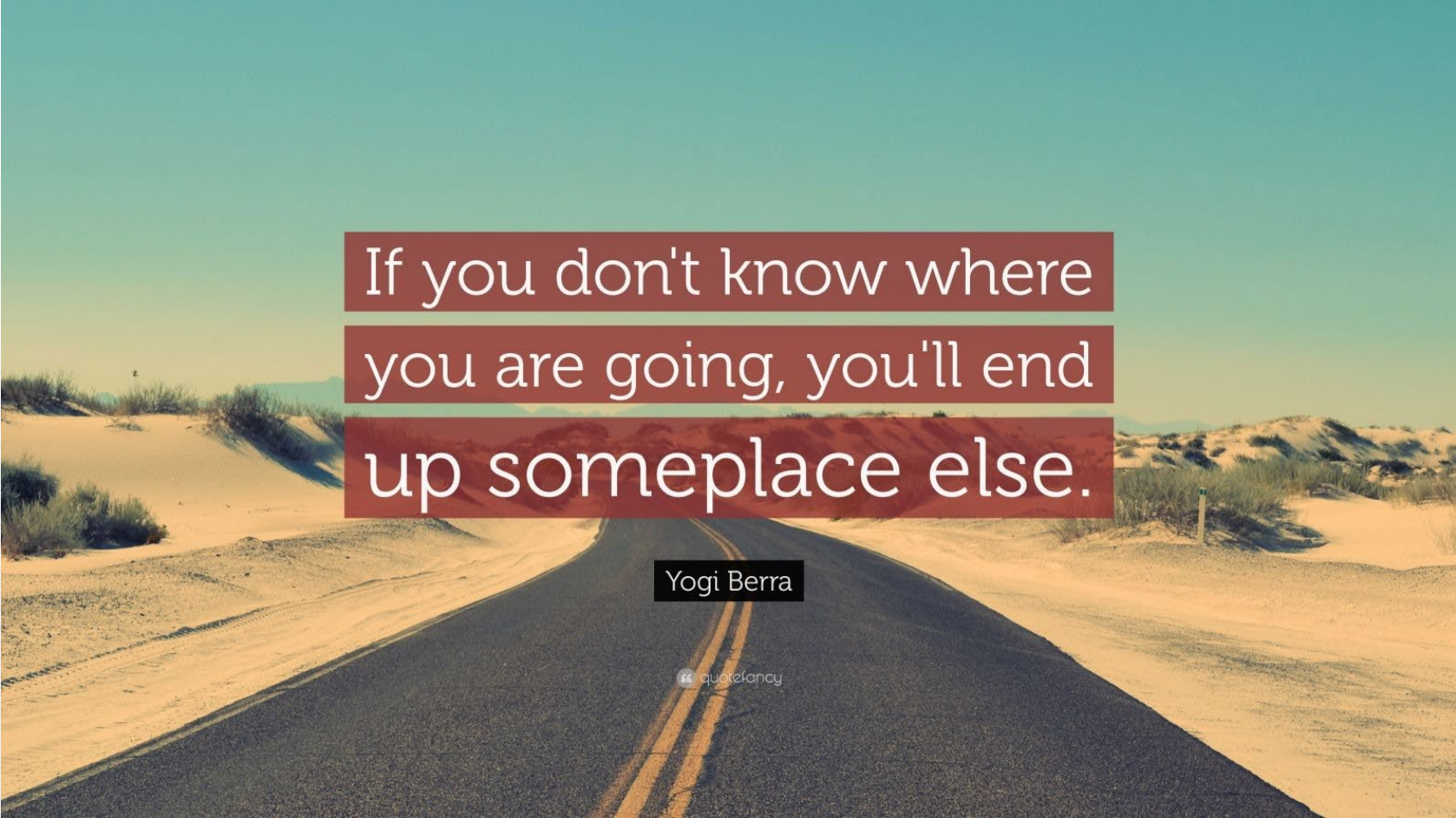
- Have a Flow.
- Be Intentional.
- Expect pushback.
- Stay on schedule.
  - Even if the patient doesn't want to!



# Perspective Shift

- Normalize proactive care
  - Inform people about options
  - Teach people how to be proactive





If you don't know where  
you are going, you'll end  
up someplace else.

Yogi Berra

quote fancy

# FOCUSING

# The Wandering Trap

- People love to talk and be listened to.
- But is that your role?
- Be clear – you are a helping professional, not a friend.



# First Appointment

1. **Elevator Speech** – Strong Introduction
2. **Agenda** – Consistent and Lays Groundwork.
3. **Empowering** -- How does that sound?



*"And what my plan may lack in coherence, it makes up for in the exhilarating momentum created by all of these super-cool arrows!"*



# Side Note: Assessment



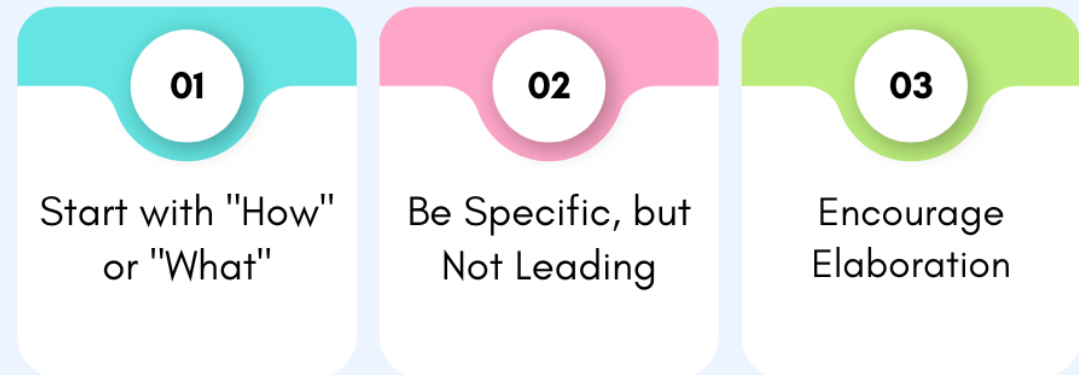
- Your agency likely has intake information of some sort
- Follow that workflow first!
- I always defer to your agency/clinic/organization procedures!



# Getting to Know You

- Love
  - Work
  - Play
  - Health
- 
- What feels most important today?

## How to Ask Open-Ended Questions: The Secret Sauce



# Scenarios with a Clear Goal:

- “I need to get a better job.”
  - “I need help paying for my electric bill.”
  - “I’m behind on my rent.”
- ❖ It’s tempting to jump right to problem solving...



# Workability

- “What have you tried so far?”
- “How has that worked?”
- Validate
- Ask, Offer, Ask





## 3 T's

- Time
  - Trigger
  - Trajectory
- 
- Have there been times that were not AS horrible?



# Evoking

- Be curious and compassionate
- Guide conversation
- 20% of your time
- Listen for change talk and hope!



# More Scenarios:

- Straightforward:
  - “I need to get my driver’s license.”
- Less straightforward:
  - “I want to stay out of prison.”
  - “I want my anxiety to go away.”



# Agenda Mapping



What might you like to change? Fill in as many bubbles as needed

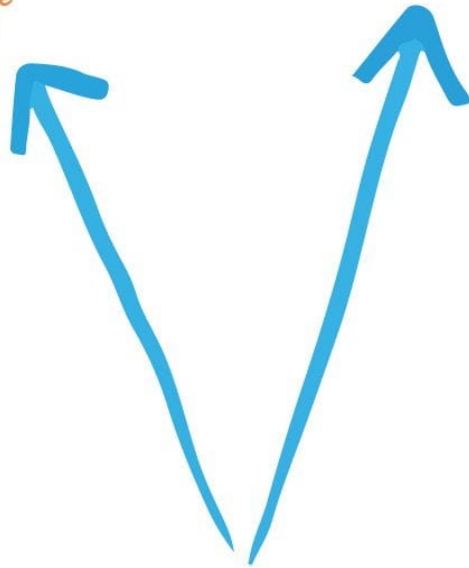
## Staying Patient-Centered



## The Choice Point

Away from the  
life you want

Towards the  
life you want



Created by Clayton J Kuzma 2022

# Choice Point



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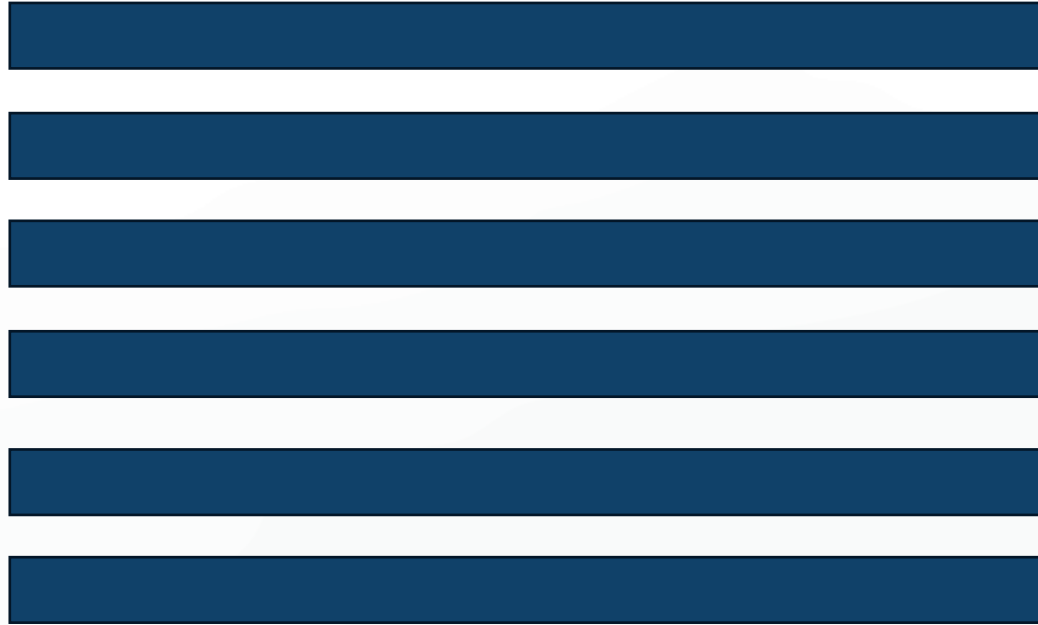
# Check your Bias



**"I'll probably spend my whole life following orders from somebody. Instead of college, maybe you should send me to Obedience School."**



**“Everything”**



# One Problem at a Time



## Motivational Interviewing Skill Foundations



The spirit of Motivational Interviewing is the confluence of Compassion, Acceptance, Partnership & Empathy. The Spirit is the attitude you bring to the people you work with!

### OARS

#### O-Open Ended Questions

Elicit more information. These are questions that will elicit more than a one word response.

#### A-Affirmations


Shine a light on strengths or efforts, and help clients feel empowered in their ability to change.

#### R-Reflections


Help the client feel listened to, take conversation deeper & reflect back their motivations for change.

#### S-Summaries

Consolidate, focus, and guide the conversation toward change.



OARS are the skills  
we use to  
metaphorically  
"row" toward  
change



# Be Specific

# Talking in Circles



- What is the function of this behavior?
- Be direct
- Reflect what you see
- Stick to your agenda and have good boundaries!



# Frustration

- Validate
- Apologize
- Ask, Offer, Ask
- Normalize



# Framing...



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*Distress Tolerance*

# RADICAL ACCEPTANCE

"Pain is inevitable, but suffering is optional."

[www.sobertostay.com](http://www.sobertostay.com)

# Power in Being Seen and Heard



# Break Out



- Spend about 7 minutes discussing a difficult situation you have with helping a patient either stay focused or get focused.
- What have you tried? Did it work? What suggestions do colleagues have?
- OR what tools do you use for getting individuals focused?



# Session 6: Mandatory Reporting Resourcing

Wednesday, January 21st 9:00-10:00

Helping professionals are in a constant state of finding balance between compassion and safety. Is there a way to keep rapport and express concerns for safety when working with families? How do we know when it is time to make a report to CPS or Law Enforcement?

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