

ASK Permission, ASSESS Readiness, REFER for Follow-up

1 ASK Permission

Asking permission builds rapport and trust with the patient. It also gives the patient the choice whether or not to talk about quitting smoking. When people are given choice they are often more receptive to discussing a sensitive topic and may be more open to hearing what you have to say.

"Would it be okay if we took a few minutes to talk about quitting smoking?"

2 ASSESS Readiness

Using the ruler to find out a patient's readiness to quit smoking can help you tailor your discussion with them. It also gives the patient an opportunity to consider their personal reason to consider quitting.

"How ready are you to consider quitting smoking in the next few months, on a scale from zero to ten, zero being not at all ready and ten being very ready?"

→ *Straight Question: "Tell me about a 5."*

→ *Backwards Question: "Why a 5 and not a 2?"*

→ *Forward Question: "What would need to be different to move you from a 5 to a 7 or 8?"*

3 REFER for Follow-up

Offering follow-up lets the patient know additional support is available to help them quit or stay quit after they are discharged. Classes, videos, one-on-one appointments with a Clinical Health Educator and on-line programs are offered to all members.

Fax a completed referral form to Health Education. They will contact the patient to discuss these options with the patient if they desire.

"Here at Kaiser Permanente, we have a number of different resources to support you. Would you be interested in having someone from Health Education follow up with you after you go home?"