Supplementary Online Content


eAppendix. Structured Script for Patient Navigators

This supplementary material has been provided by the authors to give readers additional information about their work.
Appendix 1. Structured Script for Patient Navigators

Brief Negotiated Interview and Active Referral to Treatment
Smoking Cessation Algorithm
BNI-ART Institute, Boston University School of Public Health

Hello, Mr. /Ms. /Mrs. X, this is (PN NAME) from Boston Medical Center.

How are you doing today?

I am contacting you because you agreed to participate in a study about smoking at BMC. Is this a good time to talk?

**If No:**
Ask the person when would be a good time for you to call back. If the person does not want you to call her/him back, tell her/him that if s/he ever changes her/his mind, feel free to call you back, and provide your phone number.

**If Yes:**
Great! Thanks. My job is to work with you and your doctor to address tobacco use and make sure you have all the information and resources you may need. During this call, I mostly want to try to get an understanding of where you are at regarding your cigarette use and then help you consider, what, if anything, you may want to do. If you decide you want to make some changes, I may be helpful but that is certainly up to you, not me or anyone else. You are the one calling the shots. How does that sound?

Just a reminder everything discussed today will be kept strictly confidential. I may audio record this call so that I can review it with other counselors and my supervisor. You can ask me to stop the recording at any time and let me know when it is OK to turn it on again.
Script for all participants

Review patient’s stage of change when they were enrolled in the study

1. Day in the Life (Social Contextual Factors Affecting Smoking)

But before we start talking about smoking, can you tell me a little bit about what a day in your life looks like? Where does smoking fit in?

Possible Probes:
- What do you do from when you wake up to when you go to bed?
- How about your stress level, how does this affect your smoking?
- (If working) Can you describe what your work situation is like?
- Who depends on you (children, parents, animals)?
- Do you notice any influence by your family and friends on your patterns of smoking?
- What impact does your neighborhood or home environment have on your smoking?

Reflection: I’d like to try to bring together some of the things I’ve heard you say...

2. Smoking History

How often do you smoke now? How much in a typical day or week? When did you start smoking?

Tell me about a time in the past when you tried to quit.
- What worked?
- What did you learn? What led you to start smoking again?

3. Pros & Cons of Use

Help me understand through your eyes the good things about smoking. - What else?

What are some of the not so good things about smoking? - What else?

So on the one hand _PROS_, and on the other hand _CONS_.

- Where does that leave you? (when change talk is high)

4. Readiness Ruler for Changing Smoking

If I gave you a ruler from 1-10, with 1 being not ready at all and 10 being completely ready, how ready are you to make any changes in your smoking?

You marked ___. That’s great. That means you are ___% ready to make a change.

If score ≥ 6:
Why did you choose that number and not a lower number like 1 or 2?
What would it take for you to move up a 10?

If score < 6:
Why did you choose that number and not a higher number like 9 or 10?
What would it take for you to move up a number?

Sounds like you have some important reasons to change.

If score ≥ 6, verify: Are you ready to quit in the next 30 days? If yes, go to Preparation. If not, go to Contemplation.
If score ≥ 3, go to Contemplation.
If score is 1 or 2, go to Precontemplation.
Script for Smokers in Precontemplation (no interest in quitting, no ambivalence about tobacco use)

(Although smokers in the precontemplation stage were excluded from the study at baseline, we included a script for such smokers in the event that a participant experiences movement in their stage of change during the study).

Validate the person’s experience

“You said that you were not willing to quit at this time. That is fine. Everyone makes changes at his/her own speed.”

Possible Probes:
- What would you miss the most if you couldn’t smoke anymore?
- What would you be losing if you ever decided to quit?
- What do you imagine it would be like if you weren’t a smoker anymore?
- What happens when you just think about quitting?
- What are your concerns, worries, fears when you think about quitting?
- What difficulties have you had in relation to your smoking? (Health? Financial? Relationships?)
- What do you know about smoking and your family’s health?
- What do you know about how smoking affects long-term recovery?
- Is there any way you might be better off if you quit?
- What would have to happen for you to even consider quitting?
- What have been your past experiences with trying to quit?
- What holds you back from trying to stop smoking (again)?
- What is it like for you to be talking about this?

Suggest photo mission

Sometimes taking a picture of something helps you see things in a different way. “How would you feel about taking a picture on your phone about what it’s like to be a smoker?” Would you mind e-mailing me your picture, or showing it to me the next time we meet? We can discuss it the next time we talk.
Script for Smokers in Contemplation (person is thinking about quitting but isn’t there yet, has conflicting feelings)

Possible probes:
What ways would you be better off if you quit?
What do you imagine it would be like if you weren’t a smoker anymore?
What help would you need to successfully stop smoking? Or what help would you need to reduce if you’re not ready to quit?

Goal-setting
What are some steps/options that will work for you to reduce the things you like less about smoking?

Probes:
How do you feel about reducing the number of cigarettes you smoke if you’re not ready to quit?
What are some situations or triggers for smoking that you might try to avoid?

Those are great ideas!

We discussed people and things in your life and how they relate to your smoking. Who are some sources of social support that might help you achieve your goal? Friends? Family? Co-workers?

REFLECTION
Summary of smoking conversation

Before we end our conversation about smoking, it might be helpful if we could review the ground we have covered (summarize goal)

Suggest photo mission
Sometimes taking a picture of something helps you see things in a different way.
“How would you feel about taking a picture on your phone about what makes it hard for you to quit smoking, and what might motivate you to quit?”
Would you mind e-mailing me your picture, or showing it to me the next time we meet? We can discuss it the next time we talk.

I’ll check back in ____ weeks to see how things are going for you. Thanks again!
Script for Smokers in Preparation (person wants to quit and has no ambivalence)

Connect the patient with counseling and support through a quit smoking program

“It sounds like you are ready to take action. I can help connect you with resources to help people with the quitting process. What are some local resources you know of that might help you to quit?”

Explore past attempts with any of these resources or introduce other programs.

What are the barriers for you in participating in [X program] or talking to your primary care doctor? What stands in your way?

What are some things that would make it easier for you to carry out [X]?
I have some ideas of how I may be able to help, would you mind if I share them?
- Meet up ahead together and attend first meeting
- Call the hotline together
- Transportation ideas (bus schedule, The Ride, etc.)
- Other solutions

Which of those, if any, sound helpful for you? Are there other things that would be helpful?

What benefits can you imagine for yourself if you were successful in changing your smoking through this program?

So on the one hand, there are some difficulties in attending the program like _BARRIERS_ but you feel that may be helped by _STRATEGIES_. You also think a potential plus of the program would be _BENEFITS_.

Summarize Action Plan
Earlier you came up with a fabulous plan to:
- Read back Action Plan
- Reiterate any steps/commitment to program enrollment

This is been a really productive conversation. Thank you so much for sharing with me!

Suggest photo mission
Sometimes taking a picture of something helps you see things in a different way.
“How would you feel about taking a picture on your phone about what makes it hard for you to quit smoking, and what might motivate you to quit?”
Would you mind e-mailing me your picture, or showing it to me the next time we meet? We can discuss it the next time we talk.

I’ll check back in ____ weeks to see how things are going for you. Thanks again!
Script for Participants in Action (immediately after someone has quit)

1. Affirm the person’s strengths that contributed to his/her decision to quit

   “You’re someone who, once you make up your mind, you stick to your decisions.”

2. Inquire about any challenges experienced

   “How long has it been since you had your last cigarette? Tell me about a time when you had an urge to smoke – how did you overcome it? What do you anticipate that might make it difficult for you to continue not smoking (e.g., depression, weight gain, other tobacco users in the household, significant stressors, etc.)?”

3. Congratulate the patient on any successes and encourage continued abstinence

   “It is wonderful that you have been able to stick with your plan of being tobacco free. What are some of the benefits you have experienced or that you expect to experience from this? What are some of the successes you have had in quitting (e.g., duration, reduction in withdrawal, etc.)?”

4. Check in on medication use and/or participation in a quit smoking program

   “How are things going with the medication(s) you are using? Are you still using them? How effective do you feel like it has been? What troubles have you experienced in using them? (If any problems, encourage patient to call primary care at 617-414-5951, and ask to speak to a nurse)

   Have you been participating in a quit smoking program? What has that experience been like for you?”

5. Validate the patient and plan for follow-up contact

   “Quitting takes a lot of effort, and I can see that your effort has paid off. Congrats! Would it be alright if I contact you again to see how things are going?”
Script for Participants in Maintenance (The person is a recent non-smoker)

1. Reflect the person’s decision to quit and reinforce change talk

   “It sounds like you are happy with your decision to maintain a smoke free lifestyle. What makes you want to stick with it? What’s been working?”

2. Inquire about any urges to smoke

   “How long has it been since you had your last cigarette? Do you still have any urges to use? What are you feeling when you have those urges? What do you do when you have those urges? How can you distract yourself when you have the urge to smoke?”

3. Talk about stress

   “Stress can increase people’s urge to use tobacco. How do you feel stressful situations affect your urge to smoke? Can you list some stressful situations that may increase your urge to smoke? What ideas do you have to reduce your stress when you have these urges?”

4. Check in on social support and environment

   - How have family and friends reacted to your decision to quit?
   - What kind of support have they provided?
   - Who are the best supports for your new lifestyle?

   “I have a suggestion, would you mind if I share? Removing all tobacco products from the home, car, workplace, and anywhere else you have them can really help people stick with their plan. What do you think?”

   What are some of the feelings you have when you are around other people smoking? Many people feel staying away from other smokers helps reduce their own urge to smoke. How would staying away from smokers be for you? How can you handle being in a situation when people are smoking?

5. Validate the patient and discuss confidence to stay quit

   “How confident, from 1 not at all to 10 totally, are you that you can stay quit? That’s great – what makes you that number and not a lower one? What would it take to move to a slightly higher number?”
Script for Participants in Relapse (The person has quit in the past but started smoking again)

1. Validate and reassure

   “Quitting can be very hard. It often takes several tries before quitting for good. Believe it or not the chances of success increase with every time you try.”

2. Help the patient think about what happened in his/her last quit attempt

   “Can you describe what led to your recent smoking event? Why do you think you started to smoke again? What was going on when you had your first cigarette? What do you think you could do differently next time?”

3. Talk to the patient about his/her quit plan

   “Let’s look at your quit plan. What sort of things do you think would need to change to make it more realistic or to increase your chances for success?”

4. Discuss support options. The combined use of medications/NRT and counseling through a quit smoking program can greatly increase the chances of success.

5. Encourage setting a new quit date

   “Your health care provider will keep supporting you for as many tries as it takes to quit smoking for good, and there are still a lot of resources out there to help you quit smoking (e.g., Quitworks, Smoker’s Quit Lines, BMC smoking cessation program).”

6. Validate the patient and arrange follow-up

   “You have learned a lot from your experience, you have a new plan, and you sound very committed to sticking with it for good. When would be a good time for us to talk again?”