

First Call
 With TC
 After TC

ASSESSMENT VISIT

FIRST CONTACT with PARTICIPANT for COACHING CALLS

This contact with the CMATCH Participant is made by the end of Day 1 either on an individual phone call or in consult at the Let's Begin to Quit workshop.

Participants have the choice of beginning Phone Coaching sessions at Day 2 or upon completion of the 14-day Taking Control course.

Coaches: A Training Session is required to review principles of Motivational Interviewing, Nola Pender's 5 Health Dimensions, Framing & reframing techniques, Teach-Back, Critical Thinking. Refer to the Coaching Through Stages of Change table for guidance in specific strategies of the CMATCH program.

Coach Note: The following overriding characteristics should be considered which determine your understanding of, and approach to, the needs of this individual . . .

a) Gender and whether this is a Smoking Mom, b) Education level or with visual deficit, so that assistance may be needed with Taking Control and beyond, c) Ethnicity/Foreign-born non-English reader and speaker in need of an interpretation, d) Age—coach-coachee compatibility, e) Hearing loss, f) Lack of computer literacy, g) Rural living with limited internet access.

Questionnaires embedded in this coaching tool are: TCAT, PAM, Confidence Scale, Beck Depression Tool, Perceived Stress Scale, Learning Style, and a Satisfaction Survey.

GREETINGS . . .

We are so happy that you have taken this step into restoration of your health! You will be ever thankful that you have courageously done so.

Before we begin, I want you to understand that these calls, as well as your engagement with the CMATCH nicotine addiction recovery program are held confidential and possible only with your consent. The calls are recorded for the purposes of:

- aiding you with encouragement and motivational strategies, as well as in tracking your progress,
- to register the effectiveness of this approach in helping individuals squelch nicotine addiction and the practice of using tobacco products.

Therefore, if you wish to proceed, I will read to you the Informed Consent statement and then ask you to respond with:

“Yes” or “No” when asked if you understand and agree with the Consent statements

“I agree to communicate with a coach of CMATCH”.

[Conduct the Consent procedure]

The time we spend together now is intended to lay a solid foundation for the pattern of this coaching program, which is meant to be suited to your needs physically and emotionally.

In order to get the big picture of your tobacco-using practices we will begin with an assessment. Please respond to the following questions thoughtfully and honestly.

ASSESSMENT Questions are asked with sensitivity . . . (Coach reads questions and records on screen. Calculations are made immediately)

TCAT is provided on the website for participants to complete prior to this call if arranged.

If TCAT was marked prior to this call, obtain and match the CODE that connects the coachee with their Survey done online. Since this is a scheduled call, that should be done prior to beginning this call.

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Now, let’s summarize what we have learned . . . I say “we” because we often learn more about ourselves when we verbalize our behavior, our likes and dislikes, our hopes and our fears, our concerns and our discoveries. (Refer to TCAT results).

RESPONSE:

(Free text box)

Review:

Tobacco Hx, Nicotine Dependency Scores (2), Reasons for Smoking, Readiness, Confidence Level, Concept of Power, Perceived Stress Level, Social Support.

(Discuss results . . .) (Free text box)

What you describe is relatively common/unique to tobacco users who are addicted to nicotine.

(*Explain why.*)

I am confident that, if you determine to follow this program of intervention, you will be successful. When you begin to recognize the improvements to your health as we progress through it, you will be overjoyed!

You will hear some of these assessment questions again periodically with succeeding phone calls with you. They are a means of measuring your progress and will guide your coach in addressing your needs and providing the encouragement you crave.

For Smokers: To set a baseline on the condition of your lungs, we ask you to go to your healthcare provider (physician or nurse practitioner's office, community health clinic) to get a breathing test called *spirometry for CO analysis or a cotinine test*. Periodically in the future we will have you do that again to mark progress.

(If this was done at pre-registration time, the results should be a record already started here.)

OVERVIEW

Now I will explain the process of engagement with the CMATCH program, so that you may understand the commitment both you and we are making for your recovery to health. There are 3 major components to CMATCH:

1. Taking Control, a 14-day guidance course on a website, rich with strategies for quitting and health-promoting lessons in nutritious diet, exercise, stress reduction and relaxing, and much more.
2. The Let's Begin to Quit support workshop hosted by a community church or helping organization with volunteer mentors and fellowship opportunities.
3. The Coaching team to guide and encourage with scheduled phone calls over 14-18 months.

The coaches of the CMATCH program are caring individual who have been trained for this role. They are your resource for wholistic promotion of your health through behavior change. Any medical or self-care advice you otherwise desire should be obtained from your personal physician or nurse practitioner.

However, we want to keep your primary healthcare provider informed of your progress so that they can also support you. Therefore, we are happy to provide you with a report when you wish to submit one to your healthcare provider.

Deciding and Staying on Course:

At this point I would like to give you some insight of how you decide to get started for this adventure and how you will decide each day to not use tobacco.

You make important decisions every day—in your job, for your family, personally. Scientists are learning (as a result of advanced technology in brain imaging) that decisions arise from patterns of our behavior coupled with emotions that surround them. Briefly, here is how it works:

Imagine you are 8 years old and every Sunday afternoon your dad takes you to an amusement park where you enjoy the rides. But there is one particular activity you especially enjoy—eating buttery popcorn while watching a movie about space travel. In fact, as soon as you enter the park gate your mouth begins to water for the popcorn. But you and Dad have a ritual of riding the roller coaster first.

Your brain has just released *dopamine*, a chemical that regulates your emotions by sending nerve impulses throughout your brain's cortex (the outer portion under your skull). Because repeated trips to the park and the regular routine of activities laid down a pattern of nerve impulses, certain remembering cells reading that pattern alerted your whole brain and familiar emotions swept through your body, making you imagine the taste of the popcorn. Just expecting it brought pleasure.

Now translate that scenario into what you have experienced with using tobacco. Nicotine has elicited pleasure by using the same dopamine and, as a result, patterns of familiar smoking/chewing culture are formed. We are going to work with you to create new and better patterns around and away from the nicotine road. It will take alertness, smart thinking, confrontation/engagement with the enemy, a persistent desire for a better quality of life, and willingness to try new ways.

If you are attending (or just attended) a “Let’s Begin to Quit” workshop presented by a CMATCH team in your area, then you are receiving encouragement and enjoying fellowship. Your telephone coach will be your guide also. But, if you have a friend or family member who is sensitive to the challenges of your journey to quit tobacco use, you will be blessed 3-fold. Let’s consider these questions—ask yourself and share with me as you will:

Social Support

To lend me emotional support I have:

- ___ a. more than one other significant person interested in my efforts
- b. at least one significant other to help me -- This person is a non-tobacco user:
 - Yes No
- ___ c. no one

1. Whom can you really count on to help you out of a crisis situation, even though he/she would have to go out of their way to do so?

First Name/Relationship to You _____

2. Whom can you talk with frankly without being careful about what you say?

Name/Relationship to You _____

3. With whom can you be totally yourself?

Name/Relationship to You _____

4. Whom can you count on to listen openly and uncritically to your innermost feelings?

Name/Relationship to You _____

5. Whom can you really count on to tell you, in a thoughtful manner, when you need to improve in some way?

Name/Relationship to You _____

6. If you have identified someone, or more than one, like this, is this person:

_____ available to you

_____ spouse

_____ other

_____ non-tobacco user

7. Would you be willing to enter into a contractual relationship with this person(s) for support to quit tobacco use?

Yes

No

Your decision to participate in this assessment and orientation session was probably difficult to make—it was based on what you already know and your motivation to act. I congratulate you for your courage!

[If this participant is just getting started with Taking Control and the Workshop, continue with this Overview. But, if already engaged in CMATCH, proceed to closure.]

Now, I will give you an overview of your experience with us for the next 18 months.

OVERVIEW OF CMATCH PROTOCOL

To guide you daily at home, you have available to you the **Taking Control** kit. Do you have good access to a computer? The website is www.LivingSmart.Live/CMATCH. You may download guidebooks from the website and view the videos or listen to the

podcasts there. Also, on the website are reinforcing and informative videos besides the daily videos.

You see, just as you would make plans and organize your needs for a car trip across country, it is important to organize your preparations for engagement in *this* adventure. The **Taking Control** ebook course gives instructions for preparations and daily quitting strategies for 2 weeks with the support of a workshop sponsored by a helping group in your community. Typically, you will begin the Taking Control course with the first Workshop session, where you will register. You will attend 3 Workshop sessions beginning Sunday or Monday to give you a good, supportive start. Then the session schedule will be arranged according to the group's preference over the rest of the 2 weeks.

Coaching sessions could begin Day 2. Your coach will call you the day before your Quit Day at a time you prefer.

Telephone-based: The phone calls you receive from your coach are specifically scheduled in our program. We call out to you; you do not call in episodically for help. Coaching calls are arranged with you for on:

1 day before you quit

Quit Day

Day after Quit Day (Day 2)

Days 3, 5, 10

Day 14 (Graduation Day)

Days 21 and 28

6 weeks from Quit Day, 2 months, 4 months, 6 months, 10 months, 14 months, and 18 months.

At the end of each call, your coach will arrange with you the time for the next call. It is extremely important that you keep those appointments. If you must make a change, send us a message at least 1 day before the appointment time and offer an alternative time.

(Can you announce today when you wish to set as your Quit Day?) _____

Rx AIDS

You may wish to use over-the-counter cessation aids (gum or patch) or an Rx from your health provider during this program. Typically, long-term tobacco users feel they need that. You may discuss that with your primary care provider.

Are there any questions?

I am excited for you today! I have immense hope for your success.

Closure . . .