

Counseling & Navigation Resources ⁸

Whether in-person or via TeleHealth, adherence counseling (and PrEP Navigation more broadly) is an opportunity to build or strengthen your relationship with the client and to support the client's exploration of the things that are helping and/or hindering their adherence. Adherence and non-adherence are influenced by a multitude of factors. Counseling skills promote complexity, nuance, and ultimately, conversations that identify what the client wants and any support they might need.



COUNSELING SKILLS

- Active listening
- Attentive body language
- Asking open-ended questions
- Summaries and check-ins
- Supporting problem-solving
- The client is the expert on their life
- Support the client reaching their own conclusions



AVOID

- Lectures
- Pushing
- Assuming similarity
- Interrupting the client
- Moving quickly to action
- Missing opportunities to explore the client's perspectives and experiences

Reflections are a counseling tool used to signal your engagement in the conversation, to confirm your understanding of the client's experiences, wishes, concerns, etc., to mirror back to the client what they've said, and to highlight any areas of ambivalence the client has shared.



REFLECTION SKILLS

- Use the client's own words
- Highlight discrepancies between the client's current and desired behaviors
- Reflections are statements not questions or commentary



AVOID

- Warning or threatening
- Approving or praising
- Persuading or lecturing
- Moralizing or judging
- Criticizing or blaming

References

1. <https://www.cdc.gov/hiv/effective-interventions/treat/telehealth/>
2. <https://www.primehealthco.com/teleprep/#navigation>
3. <https://www.cdc.gov/hiv/testing/self-testing.html>
4. https://www.denverptc.org/HIV_Protocols.html
5. Amico, K.R., Wallace, M., Bekker, LG. et al. Experiences with HPTN 067/ADAPT Study-Provided Open-Label PrEP Among Women in Cape Town: Facilitators and Barriers Within a Mutuality Framework. *AIDS Behav* 21, 1361–1375 (2017). <https://doi.org/10.1007/s10461-016-1458-y>
6. Bronfenbrenner, U. (1979). *The ecology of human development: experiments by nature and design*. Cambridge, Mass, Harvard University Press.
7. Amico, KR. (2019). Replication What Works: Best Practices in Planning for and Scaling Up PrEP Provision. International Conference on HIV Treatment and Prevention Adherence. Miami, FL.
8. <http://www.michigancancer.org/bcccp/WiseWomanProgram/PDFs/Tutorials/MotivationalInterviewing.pdf>