

# **COVID-19 Virtual Training Academy**



# Addressing Common Challenging Situations

# Learning Objectives

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At the end of this session, the participant will be able to:

- Describe 4 or more challenges experienced by contacts/cases attempting to quarantine.
- Define cultural humility and describe how it relates to contact tracing and case investigation.
- Demonstrate ability to use the contact tracing or case investigation script and your coaching skills to respond to 4 common challenges.

# Meet the People in Your Queue

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# Common challenges



## Social Needs

Food insecurity  
Housing  
insecurity  
Lack of space to  
isolate  
Job insecurity  
Healthcare  
access



## Responsibilities

Children  
Elders



## Context

Mistrust  
Stigma  
Values



## Other

Violence  
Anxiety/depression  
Immigration status  
Beliefs

# What is the role of the contact tracer and case investigator?

*It is not your job to solve all of the challenges facing contacts, but you do have the ability to...*



Connect people  
to resources



Use your skills  
toolbox



Acknowledge &  
support

# Connect People to Resources

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- What resources are available varies by region
- You will receive list of local resources from your supervisor
- Common resources include:
  - Food/medication delivery
  - Hotel space to self-isolate



# Use your skills toolbox

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- Using **ask-tell-ask** and **closing the loop** to explore and build on their knowledge
- **Action planning** to identify first steps
- Exploring **ambivalence** (e.g., pros/cons, ruler)
- Modeling **cultural humility** (e.g., acknowledging what you don't know, checking your assumptions)





# Acknowledge and Support

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Use your skills toolbox:

- Expressing **empathy**: OARS (open-ended questions, reflections)
- Expressing **gratitude** for what people are doing to protect others (affirmations)

Research in healthcare shows that people want their healthcare provider to understand their situation and the challenges they face, even if the provider can't offer solutions



# What is cultural humility?

- A continuous, lifelong process where the individual **examines their own beliefs, cultural identities, biases, and values** as well as the beliefs and cultures of others
- “relinquishing the role of expert to **becoming the student of the patient** with a conviction and explicit expression of the patient’s potential to be a capable and full partner” (Tervalon, 1998)

# Zoom poll #1

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Which of the following is not a principle of cultural humility?

- a) Institutional accountability
- b) Recognizing and challenging power imbalances
- c) Mastery of other languages
- d) Lifelong learning and critical self-reflection

# Cultural humility principles



Lifelong learning & critical self-reflection



Recognize & challenge power imbalances for respectful partnerships



Urge institutional accountability

# Recognize & challenge power imbalance



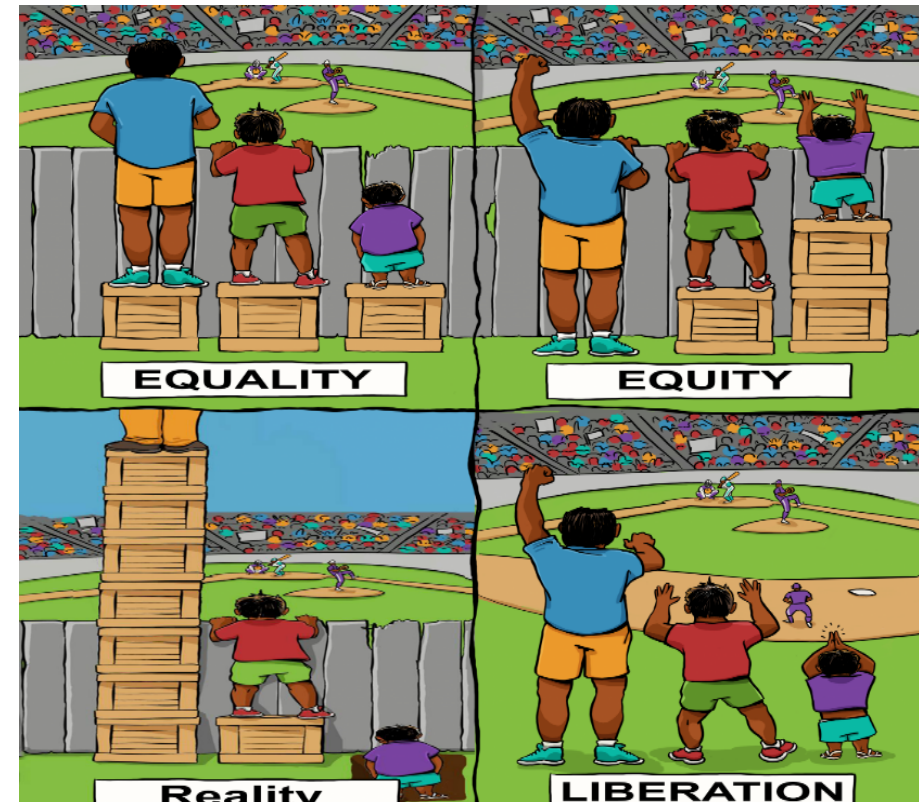
Power, or lack thereof, has a notable impact on health



Power structures are socially and historically perpetuated

# Institutional Accountability

- Removing structural barriers
- Self-reflection and critique required



# Cultural Humility Approach

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- Admit that you don't know
- Suspend judgements
- Empathy
- Celebrate diversity
- Systematically check your assumptions
- Become comfortable with ambiguity

# Small group practice!

Part I: Discussion (20 min)

Part II: Role play (30 min)

**Part I: Challenging scenarios:** *Discuss with your group the scenarios below. What parts of your toolbox (on previous page) might you use? What might you ask or say next?*

Scenario	What parts of your “toolbox” would you use?	What might you say or ask next?
<b>Trust/confidentiality</b> Your contact/client asks multiple times who you are, why you are asking these questions, and what you will do with the information you gather.		
<b>Dismissive</b> You get a strong sense that the contact/client is not taking this seriously and is not going to adhere to quarantine.		

## Tools

Expressing **empathy**: OAR (open-ended questions, reflections)

Expressing **gratitude** for what people are doing to protect others (affirmations)

Using **ask-tell-ask and closing the loop** to explore and build on their knowledge

**Action planning** to identify first steps

Exploring **ambivalence** (e.g., pros/cons, ruler)

Modeling **cultural humility** (e.g., acknowledging what you don’t know, checking your assumptions)

**Monitors may be popping into some of your rooms for part of the discussion**



# Zoom poll #2

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What tool do you imagine yourself using the most often?

- a) Expressing **empathy**: OAR (open-ended questions, reflections)
- b) Expressing **gratitude** for what people are doing to protect others (affirmations)
- c) Using **ask-tell-ask and closing the loop** to explore and build on their knowledge
- d) **Action planning** to identify first steps
- e) Exploring **ambivalence** (e.g., pros/cons, ruler)
- f) Modeling **cultural humility** (e.g., acknowledging what you don't know, checking your assumptions)

# Zoom poll #3

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Which of these tools would you LIKE to use but feel you need more practice?

- a) Expressing **empathy**: OAR (open-ended questions, reflections)
- b) Expressing **gratitude** for what people are doing to protect others (affirmations)
- c) Using **ask-tell-ask and closing the loop** to explore and build on their knowledge
- d) **Action planning** to identify first steps
- e) Exploring **ambivalence** (e.g., pros/cons, ruler)
- f) Modeling **cultural humility** (e.g., acknowledging what you don't know, checking your assumptions)

# Caring for yourself to care for others

- Contact tracing/case investigation is a comprehensive effort that can be emotionally exhausting and stressful
- You will hear intimate stories of people's struggles and the issues they face

**How do you care for yourself so that you have the emotional bandwidth to connect with others?**

# Caring for yourself to care for others

- **You are not alone:** Reach out to your team for ideas and for support
- Remember that you can **share empathy and validate** people's experiences, even if you can't solve their challenges
- Create an "**unwinding ritual**" as you end your shift

# Learning Objectives Review

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