



I've Got HPV!

Update and Counseling Strategies

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Shared Decision Making

“...clinicians provide patients with information about all the options and help them to identify their preferences in the context of their values.”

Fried, T. R. (2016). *N Engl J Med*

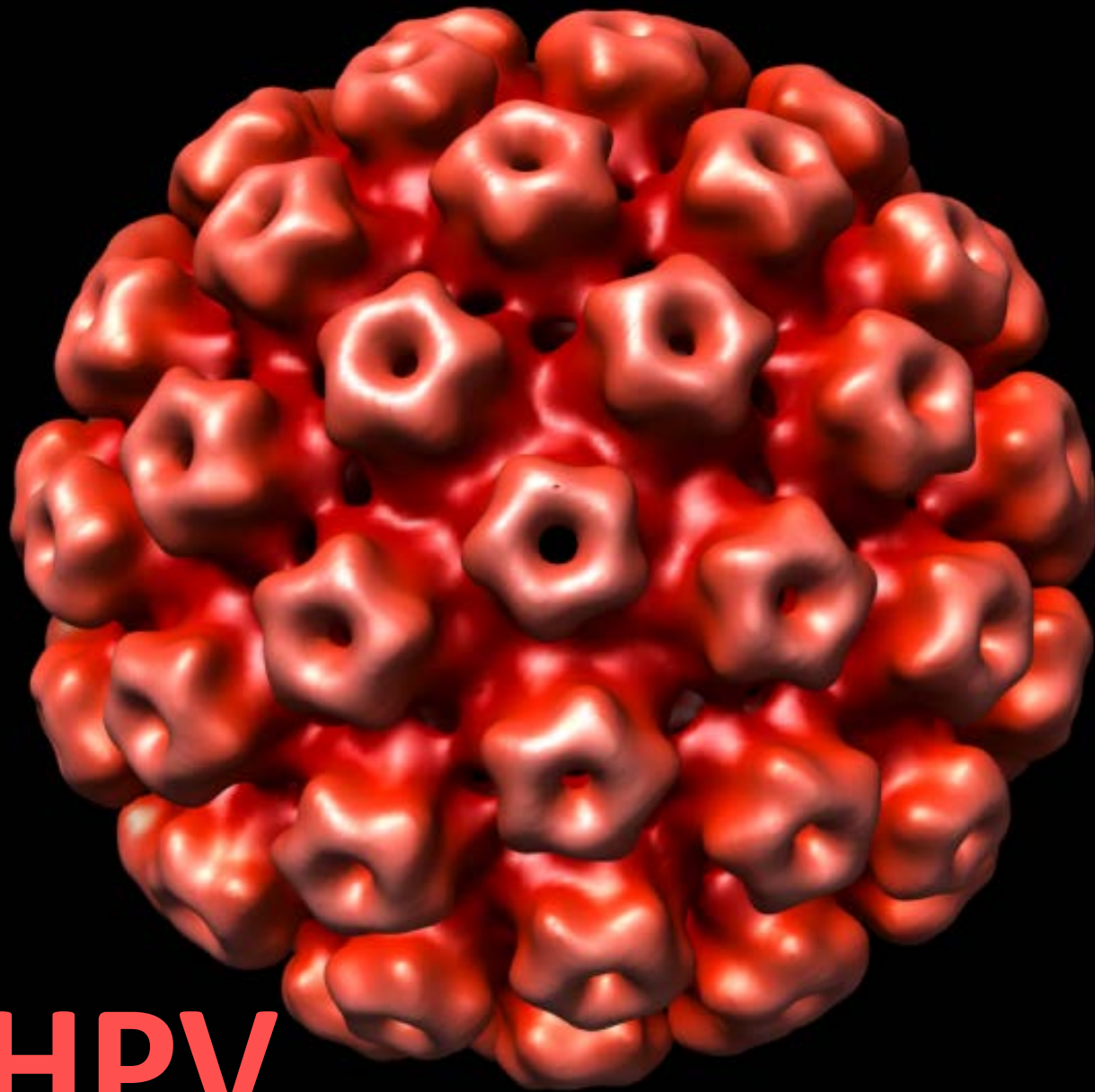
Clinical Pearls



Counseling Pearls

- Build rapport
- Point out accurate information they know
- Empathy with neutral words
- Active listening
- Information sandwich
- Para-phrasing
- “On the one hand”





HPV

“Ask-Tell-Ask”

Shared Decision Making Model

“To make sure we are on the same page, can you tell me what your understanding of your results are?”

How to Kill the Conversation

Launch into your agenda first
 Ignore the lead about the patient's
 wife and use globalizing features.
 Information needs counter.
 of the interview.

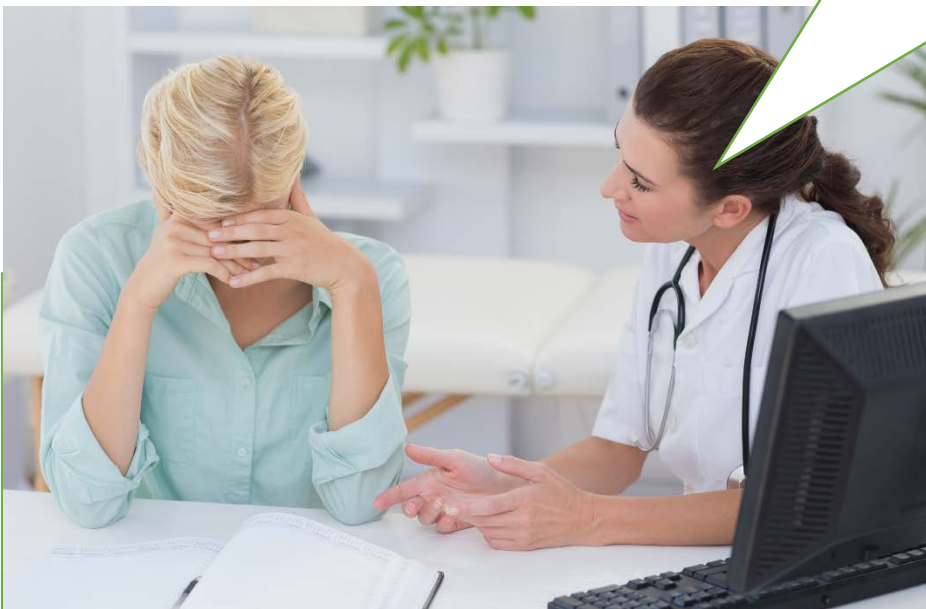
Counseling Tips

First rule: ask probing questions

- Questions that are specific to THEM
- What do they “know”
- About THEIR concerns, their questions, their feelings

Sara's
screening
results:
ASCUS +HPV

I can see that
this is hard for you,
can you tell me
what is most
concerning for you
about this?



Sara, 26 years old
 G_0P_0



“Ask-Tell-Ask”

- Use straightforward language to communicate the treatment options, bad news, or other information.
- Information should be provided in short, digestible chunks.
- Rule of thumb: no more than 1-3 pieces of information.

What Is HPV Infection?

“HPV infection is a marker for risk, not a sign of disease.”

“Most everyone gets HPV but most of the time we don’t know it’s there, it doesn’t cause any

This term is very helpful: **A risk marker** harm and goes away by itself.”



“Ask-Tell-Ask”

- Use natural frequencies rather than percentages
- **Not** more detail than is necessary
- Use fifth-ninth grade English in communicating
- Avoid medical-ese

I Will Always Have HPV, Right?

“Your immune system clears most viruses that you get. With time, your immune system is very likely to clear the HPV.”

“Almost everyone clears the virus to undetectable levels before it does any harm to the cells on the cervix.”

“Most people clear the HPV within 2-3 years, on average after 8 months.”



Para-phrasing

“So I hear you saying that you’re worried that you will have HPV for the rest of your life, do I have that right?”



Alternates to Para-phrasing

“Many of my patients say that they have heard that getting a positive HPV test means they will get cancer, is that what you mean?”

“Ask-Tell-Ask”

HPV infection is extremely common

“Most people will acquire HPV infection shortly after they begin having sex, unless they have been vaccinated.”

Will I Get Genital Warts?

High Risk Vs. Low Risk

“Unfortunately, it’s confusing because the name HPV is used to describe two types of viruses. One type causes warts but can’t cause cancer. The other type can cause cancer and doesn’t cause warts.”

HSIL	
HSIL	
CIN 3	
Severe dysplasia	Carcinoma in-situ

Vs.





Teach Back

“We have gone over a ton of information and I want to be sure I was as clear as I could be. Can you tell me what your understanding about HPV is?”

“What have you read (or heard or what do you know) about HPV?”

- In the health center for her DMPA shot
- Last documented cervical cancer screening 7 years ago

“I am just here for my shot. I’m not ready for a pap!”

Sandra, 38 years old
G₂P₂



Many People Say...

“Many people tell me that getting a pap is uncomfortable for them”

“I’d like to understand what concerns you about getting your pap today”

“The last
time I had
one was a
nightmare!”



Sandra, 38 years old
 G_2P_2

Empathy with Neutral Words

Use neutral words to transmit empathy rather than labeling feelings like “You seem anxious” or “you seem angry”

“That must have been really **hard to deal with**”

“I can understand why getting another pap is **concerning to you**”

Obstacles to Adherence

Perception of risk is not fully rational
and is based on past life experience

Inadequate Communication

Including lack of explanation regarding diagnosis, procedure and results



Percac-Lima, S (2010).
J Gen Intern Med



Obstacles to Adherence

Logistical constraints

- Cost, lack of insurance
- Wait times
- Work schedule/clinic schedule
- Language barrier
- Transportation
- Childcare

Hui, S. K.,(2014). *J Prim Care Community Health*
Percac-Lima, S (2010). *J Gen Intern Med*

Declines advised treatment

I wonder what your
ideas are about
why this is
happening to you.

...and
what is going on?



Chanise, 46 years old
G₄P₃TAB₁



“Tell Me More”

“Could you tell me more about what information you need at this point?”

“Could you say something about how you are feeling about what we have discussed?”

“Could you tell me what this means for you and your life?”

“What questions do you have for me?”

On the one hand... on the other hand

“It sounds like on one hand you would really like to get this dealt with and on the other hand you’re not sure that you really need treatment.
Do I have that right?”



Pause for a reply

Molly had a pap 1 year ago that was WNL. She is in the health center today for her annual pap.



Molly, 22 years old
G₁P₀TAB₁



Try NOT to Disagree

Whenever possible, find something in what she says to agree with and *then add* your scientific or medical information

“Yes!.... and...”

Instead of “no” or “but”



Find the YES

“It’s clear that taking care of yourself is super important to you”

AND

“The good news is that our tests for cervical cancer have gotten much better so you only need screening once every 3 years!”

Empathy

“I can see that the idea of waiting 3 years between tests is concerning to you”



Find the YES

“I’m so glad you’re on top of this! I wish all of my patients knew to come in for screening tests”

AND

“Not only are the screening tests better now but if anything shows up on the screening tests, we will follow up even more closely than we used to when people got paps every year!”

Information Sandwich

Sandwich the information you want to give them between questions

Education requires knowing what the learner already knows and building on that knowledge

Follow information with a question:

“Knowing that, how do you feel about waiting until you are due for your next pap test?”

“By effectively uncovering and addressing barriers, the clinician can turn roadblocks to effective communication into means for enhancing the therapeutic relationship.”

Quill, T. E. (1989). *Ann Intern Med*

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