

Counselor Reference for Follow-up Adherence Counseling

1. WELCOME AND FRAME

Greet and thank participant to establish rapport. Recognize her specific efforts, regardless of product use, and explain the purpose of the discussion. Seek permission to continue.

“Welcome back to the clinic, it’s nice to see you. Thank-you for...”

“We appreciate...I am hoping we can spend a few minutes discussing...is that ok with you?”

2. EXPLORE

Explore the context (experiences) in which the participant feels it is easiest and hardest to use the study product. Check in on how things went with the goals set at the last session. Reinforce efforts regardless of the actual level of product use.

“At our last visit when we talked about using the study product, you said...”

“Can you tell me about some of the times, situations, or things that have made ring use feel easy?”

“What are the things that have made using the ring feel more difficult?”

3. IDENTIFY NEEDS

Work with participant to identify what she would need for ring use to be manageable, slightly easier to do, or for current ease of ring use to be maintained or sustained over time. Empower problem solving.

“What do you think you would need in order for...?”

“In the difficult situation you described, what do you feel would need to change to...?”

“What would you need to continue feeling that using the ring is easy for you...?”

4. STRATEGIZE

Work with the participant to identify possible new strategies to address adherence-related needs, or focus on continuing to use established strategies that have been effective in increasing ease of ring use in the past.

“You mentioned that you need...how could you see that happening?”

“One of the things you said makes ring use easy is...what are some way to ensure that continues?”

5. GOAL

Create a “goal” by working with the participant to help her choose a strategy (or strategies) from the ideas generated in the previous step that she is willing to try or to continue with between now and the next time you meet. Support the selection of a goal that is achievable.

“Of the strategies we just discussed, which would you be willing to try...?”

“Between now and your next study visit, do you think it might be possible to...”

“It sounds like [strategy] has worked well for you...Can you keep going with these until we meet again?”

6. RETENTION CHECK IN

Check in with the participant regarding her study visit satisfaction and visit attendance.

“Before you go, I’d like to check in about your study visits. How do you feel about...?”

“Before we finish today, would you be willing to share with me what it has been like for you to get to study visits?”

“Do you have any feedback for us about...”

No concerns with attending study visits.

Concerns with attending study visits reported or suspected.

REPEAT

Repeat steps 2 through 5 focusing on any concerns with study visit retention (rather than product use).

7. CLOSE

Summarize what was discussed. Include a review of the participant’s selected goal(s) for ring-use and study visit adherence (if necessary). Thank the participant and express appreciation for the participant’s contributions to this conversation and the study in general. After the participant leaves the room, document the session.

“Today we talked about...”

“You mentioned that you’re going to try...”

“I’ll check in with you next time about...”

“Your contributions to this study are greatly appreciated. I want to thank you for...”