



VIRTUAL
**2020 NATIONAL
RYAN WHITE
CONFERENCE ON
HIV CARE & TREATMENT**

“CARDS for Humanity”

A Game Used to Promote Motivational Interviewing and Engagement With Clients and Coworkers

Your speakers today



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Fox Caring Consultants

- Administrative Support
- Quality Management
- Planning Council Support
- Program Support
- Grant Writing
- Program Evaluation

Disclosures



- Terri Fox has no relevant financial or non-financial interests to disclose.

Learning Outcomes



- Describe situations in which there can be difficulty weighing what's best for clients with what is right for the agency or program
- Practice motivational interviewing skills through game play
- Determine ways to implement the game to orient a new workforce and prevent stress or burnout in the current workforce

Why play games for training?



- Games can be focused to promote specific, agency-based messaging
- Games can be used as a compliment other training
- Appeals to all three adult learning styles
 - Allows those with a dominant Visual Adult Learning Style to visualize scenarios (or in some cases, remember)
 - Allows those with a dominant Auditory Adult Learning Style to hear scenarios and responses
 - Allows those with Kinesthetic Adult Learning Style to engage in a tactile activity while processing information

Genesis of “Cards for Humanity”



Types of Scenarios



- Patient/Client (light blue)
- Interpersonal Staff (dark blue)
- Behavioral Health Integration (purple)

Let's Play!

Grab a piece of paper OR respond in the chat. You will have 3 minutes for each card.

Directions



- Shuffle deck and deal up to 7 cards to each player . Give each player scrap paper to write their answers.
- Person to the left of the dealer is the first caller. The next person on the left becomes the caller for each successive turn.
- Each caller reads the scenario on one of their cards. The caller is permitted to add detail or conditions as they please.
- Each player writes an appropriate 'BEST' response to the scenario.
- The caller selects the response that they like the best.
- That player gets the caller's card.
- The first player to acquire 5 cards after all players have had a turn at 'caller' wins.



ANNIE: I'd tell the client that they should come back when they are ready for advice.

Your client will not follow through on any suggestions, yet the client's needs remain the same and they expect you to help.

TAYLOR: I would ask the client to tell me how they want me to help them out.

PEDRO: I'd have the client describe the consequences of doing nothing, then have them describe what happens if he tries XYZ .



**Your client is meandering
around the office forty
five minutes after your
appointment ended.**



Your coworker is recently separated from a very long term partner and also has suffered the death of a loved one.

They insist on working but have a short fuse and are highly emotional.



You are working with a client who has a very traumatic background and you find yourself feeling somewhat anxious each time you are scheduled to work with this client. How do you manage your emotions about this client so you can continue to work effectively?

Advanced Player Directions



- Shuffle deck and deal up to 7 cards to each player
- Identify a point keeper
- Person to the left of the dealer is the first caller/point keeper. The next person on the left becomes the caller/point keeper for each successive turn.
- Each caller/point keeper reads the scenario on one of their cards. The caller is permitted to add detail or conditions as they please.
- Caller/point keeper lets group know if there will be bonus points for true 'wrong' answers or true 'best' answers. Caller must choose ONE.
- Each player writes the worst possible way a case manager can respond. Players are encouraged to be creative.
- Each player also writes the best possible response based on their knowledge and experience.
- The caller/scorekeeper selects the response that they like the best in both scenarios, reading them to the group.
- The caller/keeper awards points to each player as described.
- Scoring each round: • 1 pt for each 'worst response'. • 1 pt for each 'best response' • 1 pt each for optional bonus pt. • 1 bonus pt for each player who has **both** cards selected.
- The first player to acquire 15 points after all players have had a turn at 'caller/point keeper' wins.



ALEXIS:

Best response: I'd refer this coworker to training on trauma informed care and stigma
Worst response: Ignore the stigmatizing language

Many people have informed you that your coworker uses stigmatizing language about substance use, referring to clients and their family members as drug addicts, potheads, and crackheads.

DAVID: Best

response: That language is stigmatizing and probably upsets your clients as much as it upsets me.

Worst

response: Crackhead?
What year is it? 1982?

MOIRA: Best response: I'd tell my coworker that I'd be surprised if her clients were responsive, given the way she speaks about their loved ones.
Worst response: I'd ask the coworker if she kisses her mother with that mouth.



Your client never answers a question directly. Instead, they will only talk to you about Jesus.



Your coworker is visibly pregnant and takes cigarette breaks every two hours.

They are seen by your Board Members and patients. Their office also smells like cigarettes.



You are meeting with your client to review housing options because they are about to be kicked out of the shelter where they are staying. You smell alcohol on their breathe, and you feel they aren't being reasonable or realistic about the choices you've provided.

Directions



- Shuffle deck and deal up to 7 cards to each player . Give each player scrap paper to write their answers.
- Person to the left of the dealer is the first caller. The next person on the left becomes the caller for each successive turn.
- Each caller reads the scenario on one of their cards. The caller is permitted to add detail or conditions as they please.
- Each player writes an appropriate ‘MOST RIDICULOUS’ response to the scenario. (***)remember to be sensitive to other players)
- The caller selects the response that they like the best.
- That player gets the caller's card.
- The first player to acquire 5 cards after all players have had a turn at 'caller' wins.

STEVIE: Each time I see the coworker, I'll ask about their divorce, especially in meetings.

Your coworker brings up the subject of their divorce to clients, coworkers and board members alike. You are worried about their lack of perspective.

PATRICK: Ask the coworker for the number of the ex because you've heard through the grape vine they are single and ready to mingle.

ROLAND: Leave a card for a therapist on their keyboard every day until they stop talking about it- it's like conditioning.



Your client regularly denies their HIV status, even when seeing other physicians or dentists.



Your coworker regularly visit dating apps at work during their lunch and other break times.

Some of the content includes near nudity and other images that could be viewed as vulgar.



Your client will NOT engage in any discussions about treatment until they have achieved stable housing.

You feel they will not achieve housing until they address the mental health issues.

Variations to playing together



- Zoom/Webex/GOTOMEETING
- Rename everyone except the 'dealer' with the same name so the responses are anonymous...ie. The 'dealer' doesn't know the response writer
- If playing virtually and taking turns; one person holds/shares the card deck. Each person selects a random # card when it's their turn to deal
- OR have a coach/mentor/trainer be the caller to review points in motivational interviewing
- If you are playing the 'ridiculous' or blowing off steam version; set CLEAR boundaries for appropriate play

Observations



- Decide in advance which rules that you plan on using with your group
- Case managers really enjoy this activity, regardless of which set of rules you employ
- The scenarios shared appear relevant to case managers across the country
- Language modification on some cards might be necessary for dialect or fit with your population

Now that you've seen the cards



- How would you use the cards in your program?
- Can you think of scenarios that would be relevant for your program?

Contact Information



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**THANK
YOU!**

