

VO	Visual Cues	
<p>Suggested Title: <b>Collaborating with people living with schizophrenia and their caregivers</b></p>	<p>Title Card:  <b>Collaborating with people living with schizophrenia and their caregivers</b></p>	 <p><b>Collaborating with People Living with Schizophrenia and their Caregivers</b></p> <hr/>  <p>URUKUNDO, ICYIZERE N'UBUVUZI</p>

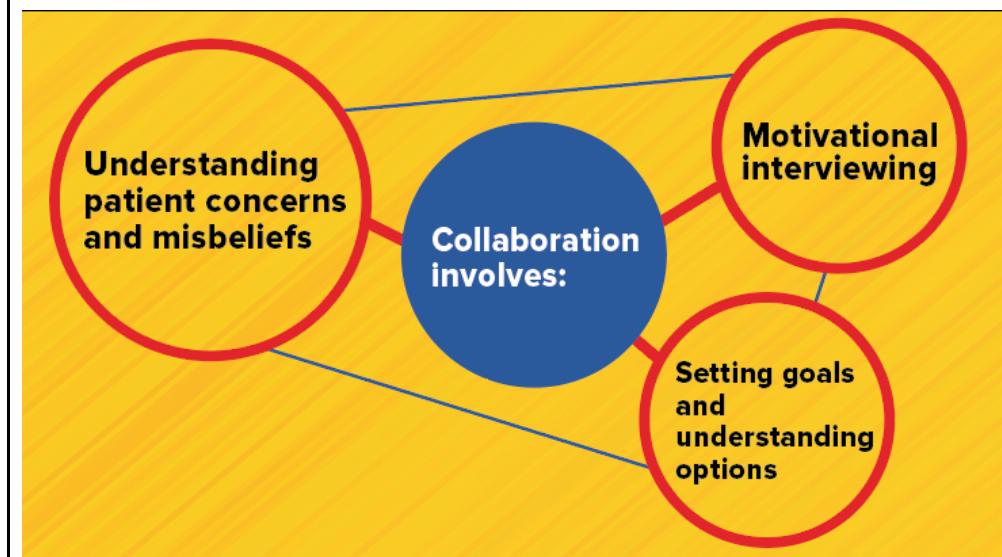
[VO:] Welcome to the third video in our series on schizophrenia in Rwanda. The first two videos will have given you a good understanding of what schizophrenia is, its causes and effects, and some approaches to treatments – both through medication and psychosocial interventions.

But recovery is a lifelong journey, and the way healthcare professionals interact with patients and their caregivers can have a big influence on treatment success.

This video will discuss some of the strategies you can adopt to help forge a strong and truly collaborative relationship. We will highlight the importance of clear communication, education, motivation and setting clear achievable goals, all of which contribute to a successful treatment plan.

**Super:  
Collaboration  
involves:**

- Understanding patient concerns and misbeliefs
- Motivational interviewing
- Setting goals and understanding options



	<p>Chapter Heading: Understanding patient concerns and misbeliefs</p>	<h1>Understanding Patient Concerns and Misbeliefs</h1> 
<p>Paranoia and confusion—two symptoms commonly experienced by patients with schizophrenia—can make it difficult to gain the confidence of people living with schizophrenia. This can be further compounded by stigma and misinformation. For example, people believe they have ‘gone mad’ or are possessed by demons or ancestral spirits.</p>		

Common myths include the idea that people living with schizophrenia have multiple, or split personalities, that they are violent and will need to be kept in hospital, or even that there is no effective treatment, and therefore it is pointless to seek help.

**Super:  
Common myths**  
People living with schizophrenia ...

- Are possessed by demons or ancestral spirits
- Have multiple/split personalities
- Are dangerous
- Can't hold down jobs
- Are the result of bad parenting
- Belong in mental hospitals
- Cannot be treated

# COMMON MYTHS

People living with schizophrenia ...



- Are possessed by demons or ancestral spirits
- Have multiple/split personalities
- Are dangerous
- Can't hold down jobs
- Belong in mental hospitals
- Cannot be treated

Patients may be concerned that they are a danger to loved ones and that their condition will alienate them from friends and family, harm their employment prospects, or lead to institutionalisation or harsh treatment against their will.



Being mindful of these myths and concerns can help healthcare professionals build trusting relationships with patients and their caregivers by exposing misinformation, listening to their experiences, and addressing their concerns.

In most cases, the best way to do this is by first listening carefully and sympathetically to the person's concerns. Explain that these are normal symptoms for someone with a treatable mental disorder.

Reassure them with facts and discuss the risks and benefits of the available treatment options.



Explain that these are normal symptoms for someone with a treatable mental disorder.

Reassure them with facts and discuss the risks and benefits of the available treatment options.

	<p><b>CHAPTER HEADING</b> Motivational Interviewing</p>	<h1>Motivational Interviewing</h1>
<p>Providing treatment to patients and caregivers in a way that builds trusting relationships doesn't have to be time-consuming. A powerful and efficient tool that can help make the most of your and your patients' time together is motivational interviewing, a communication technique that's been studied – and found effective – in addressing mental disorders like schizophrenia.</p> <p>Motivational interviewing was developed by clinical psychologists to uncover patients' underlying beliefs, assumptions, and fears, and</p>	<p>Super [Builds to match VO]: Six Motivational Interviewing techniques:</p> <ul style="list-style-type: none"> <li>• Affirmations</li> <li>• Permission</li> <li>• Reflective Listening</li> <li>• Open-ended Questions</li> <li>• Normalizing</li> <li>• Summarizing</li> </ul>	<p><b>6 Motivational Interviewing techniques:</b></p> <ol style="list-style-type: none"> <li>1. Affirmations</li> <li>2. Permission</li> <li>3. Reflective Listening</li> <li>4. Open-ended Questions</li> <li>5. Normalizing</li> <li>6. Summarizing</li> </ol>

<p>help them find the motivation to make a positive change. Motivational interviewing strategies put the patient in control, letting them drive the conversation, and helping you gain a deep understanding of their treatment needs.</p>		
<p>Effective Motivational interviewing techniques include:</p> <p>Affirmations: where the interviewer acknowledges what the patient or caregiver is doing well. Affirmations help everyone to feel they are being heard. This facilitates open and honest dialogue.</p>	<p>Super [Builds to match VO]:</p> <p><i>"Thank you for coming today. We've discussed some difficult topics, but you stuck through it and that takes courage and strength."</i></p>	<p><b>AFFIRMATIONS:</b></p> <p><b>“</b> <b>Thank you</b> for coming today. We've discussed some difficult topics, but you stuck through it and that <b>takes courage and strength.</b> <b>”</b></p>

Permission: Asking permission is a powerful technique that ensures the patient or caregiver is okay with sharing personal experiences or receiving information.

Super [Builds to match VO]:

*"Would it be OK if I discussed some treatment options with you?"*

## PERMISSION:

**“ Would it be OK if I discussed some treatment options with you? ”**

Reflective Listening: A technique where we rephrase what the patient or caregiver said to clarify understanding. This is helpful in establishing trust and rapport.

Super [Builds to match VO]:

*"So what I'm hearing is that you feel out of control and scared."*

## REFLECTIVE LISTENING:

**“ So what I'm hearing is that you feel out of control and scared. ”**

Open-ended Questions: which will invite something more than a 'yes', 'no', or 'maybe' answer, and thus helping obtain more meaningful information

Super [Builds to match VO]:

*"How do you think we can work together to help you remember to take your medication?"*

## OPEN-ENDED QUESTIONS:

**“ How do you think we can work together to help you remember to take your medication? ”**

Normalizing: Communicating to your patients and their caregivers that their difficulties and challenges are not uncommon

Super [Builds to match VO]:

*"You are definitely not alone. Would it surprise you to hear there are 100,000 people feeling just like you in Rwanda today?"*

## NORMALIZING:

**“ You are definitely not alone. Would it surprise you to hear there are 100,000 people feeling just like you in Rwanda today? ”**

And finally, Summarizing, which, as the name suggests, involves pulling together key parts of the conversation and repeating them back to the patient or caregiver.

Super [Builds to match VO]:

*"Today we have talked about some of your fears, how you sometimes feel out of control and scared, but also that you are not alone in this experience and that together we can forge a hopeful path forward."*

## SUMMARIZING:

**“** Today we have talked about some of your fears, how you sometimes feel out of control and scared, but also that you are not alone in this experience and that **together we can forge a hopeful path forward.** **”**

Chapter Heading:  
**Setting Goals and  
Understanding  
Options**

## Setting Goals and Understanding Options



As we said at the start of this video: recovery is a lifelong journey. And people living with schizophrenia and their caregivers need to understand this when choosing treatment options and setting goals and expectations.

They may feel overwhelmed at the start of their treatment journey. Many patients with schizophrenia may have suffered years of stigma, isolation, and ineffective and costly traditional or spiritual healing.

And there here are many options to consider, both psychosocial and pharmacological. Your support, knowledge and guidance will be invaluable in helping them move forward.

It is common for patients and caregivers to feel confused about how the various treatments work; they may have many questions around diverse topics such as methods of drug administration, efficacy and possible side effects. The more they know about these options, the more likely they will be to agree to their treatment and stick with it.

#### Super: Potential Goals for Schizophrenia Patients

- Adhere to medication
- Attend all appointments
- Find employment
- Contribute to family business



<p>If you are unsure of the options available, please refer back to the second video in this series, '<i>Treatment options in schizophrenia</i>', or consult the accompanying booklet of the same name.</p> <p>Like treatment choices, goals for recovery will be different for each patient – they may include a commitment to attending their appointments, keeping up with medication, finding employment, or beginning or continuing education.</p>	<ul style="list-style-type: none"> <li>● Become accepted member of the community.</li> <li>● Strengthen family relationships</li> </ul>	
<p>By listening to your patient and their caregivers and using the Motivational Interviewing techniques discussed, you can help them identify meaningful and achievable goals for recovery.</p> <p>When setting goals with your patients, it can be useful to bear in mind the SMART criteria.</p>	<p>Super [Builds with VO]:</p> <ul style="list-style-type: none"> <li>● Specific</li> <li>● Measurable</li> <li>● Achievable</li> <li>● Relevant</li> <li>● Time Trackable</li> </ul>	<p>The image shows the word "SMART" in large, bold, yellow letters on a blue background with diagonal green stripes. Arrows point from the words "Specific", "Achievable", "Time Trackable", "Measurable", and "Relevant" to the letters "S", "M", "A", "R", and "T" respectively. The arrows are black and curved, indicating a connection between the words and the letters.</p>

Is the goal, specific, measurable, achievable, relevant and time trackable? These criteria will help you set relevant goals and then measure the patient's progress towards achieving them.

For further details on collaborating with patients and caregivers, visit the Choices in Recovery website. You can also refer to the booklet accompanying this video for worksheets that will help facilitate collaborative conversations with your patients and their caregivers and assist with goal setting activities.

Super:  
[www.choicesinrecovery.com](http://www.choicesinrecovery.com)



The image shows a screenshot of the Choices in Recovery website displayed on a laptop screen against a yellow background. The website features a green header with the logo 'Choices in RECOVERY' and a sub-header 'Tools and resources to help you get involved and work toward mental health recovery goals'. Below the header, there are three main sections: 'Be Informed. Participate. Take Action.', 'Treatment Team', and 'Explore Our Video Library'. The 'Be Informed. Participate. Take Action.' section includes a photo of a couple looking at a laptop. The 'Treatment Team' section features a 'RESOURCES FOR RECOVERY' icon and a link to 'Treatment Team Tools and resources to help you get involved and work toward mental health recovery goals'. The 'Explore Our Video Library' section shows a photo of two people watching a video. At the bottom of the website screenshot, there is a blue 'Get Involved' button. Below the laptop, the website URL 'www.choicesinrecovery.com' is displayed in green text.

In the following video, '*Preparing people living with schizophrenia for a better future*', we will discuss further strategies to set up patients and their caregivers for long-term treatment, promote adherence, avoid relapse and improve outcomes.

Thank you for your time and attention.

Closing screen:  
Appropriate logos &/or  
contact details

