



# The HCA RICK Principle™

Readiness, Importance, Confidence  
knowledge

Ask RICK!®

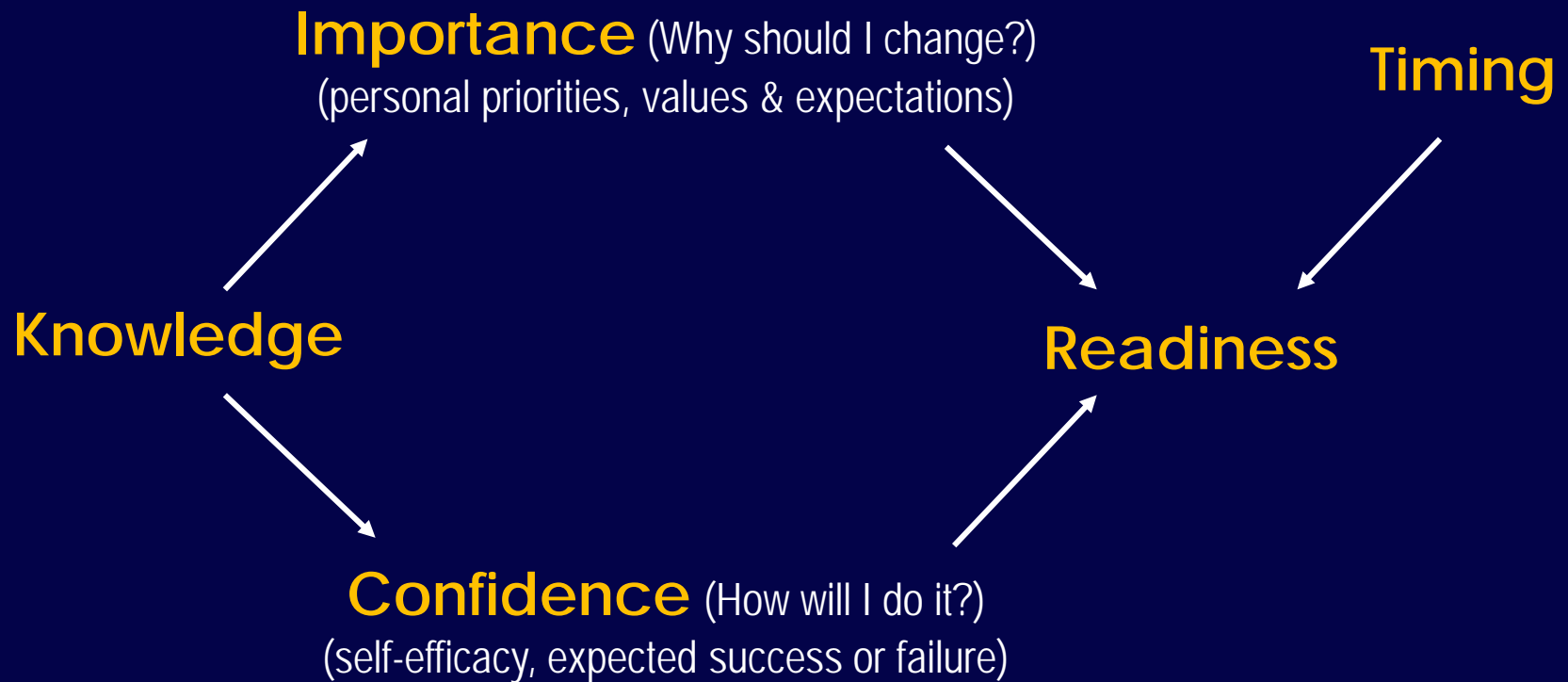


# The Role of a Health Practitioner Using the HCA Model of Health Change

1. To provide professional **assessment, advice** and/or **education** as required and correct misinformation (**knowledge**)
2. To help clients to **make the decision** to follow health recommendations (**motivation/importance**)
3. To develop problem solving skills to increase the **likelihood of success** after a client decides to make changes (**self-efficacy/confidence**)



# RICK Relations™





# Asking About Readiness to Change:

Is this something that you feel you are happy to work on  
(given everything else that you are already doing)?

or

How ready are you to work on this issue with me today?

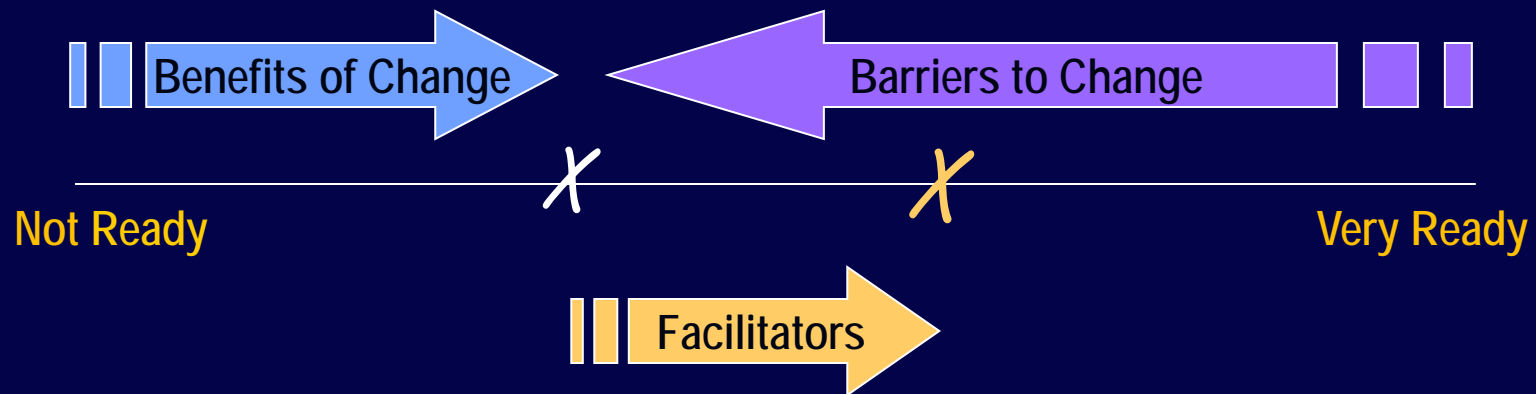


Not Ready

Very Ready



# Exploring Readiness to Change



# Asking About Importance:

How important is it to you *personally* to work on this issue (given the other priorities that you currently have in your life)?"

How much of a priority is it for you to take action to improve your health condition right now, given everything else that you currently have going on: low, medium or high?

Is this something that you are really wanting to do or are you in two minds about it?



# Understanding Importance

Why do people say an issue is important when actually they are still above the decision line?

1. 'Expected' responses (playing the patient role or pleasing you)
2. Intellectualised responses (something I feel I 'should' do)
3. 2-level decision-making (thinking of outcomes versus actions)



# Asking About Confidence:

How confident are you that you **will** make some manageable and sustainable changes to improve your health?"

- Low, medium, high
- On a scale from 0 to 10 ...





# Asking About Knowledge

- Health **conditions**, clinical indicators, risk factors, clinical and behavioural **targets**
- Treatment and lifestyle **recommendations/options**
- Possible **benefits** of not managing health issues or adhering to recommendations
- Possible **consequences** of not managing health issues or adhering to recommendations
- Health **behaviour change** principles, challenges, strategies, barriers and facilitators
- **Referral** services and support
- Formal health **education**



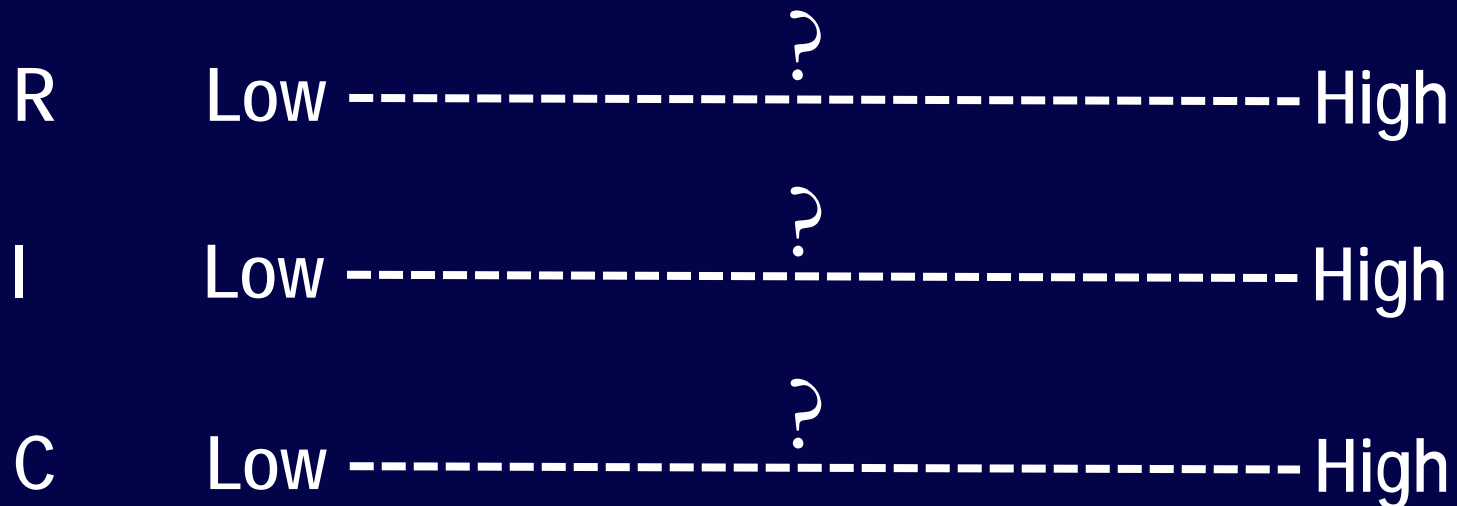
# Alternative Ways to Ask RICK! ®

- Use **conversational** questions
- Draw a **line** for client to mark with an X (or ✓ .....✕)
- Use **scaling** questions (0–10)
- Use **categories** (low, medium, high; 😊😐😞; traffic lights)
- Use **tactile** quantification methods (paper clips, sticks, pebbles)
- Use **descriptions**: Which would best describe your readiness to work on this with me today?
  - a) You'd rather get up and run out the door right now?
  - b) You're keen to jump in and get started straight away?
  - c) Or, you feel a little pulled in each direction?



# Readiness Profile

Assume motivation unsteady, until proven ready!



We need to check all 3 RIC levels

Keep in mind that knowledge (k) may impact on these





# RICK Rules™

1. Explain your role (part of 'k')
2. Ask RICK!
3. Use RICK Rules:
  1. If Importance is low ... (general goal level)
  2. If Confidence is low ... (specific goal level)



# RICK Rules!

## #1 - If importance is low:

Ask decisional balance questions to find intrinsic motivators that make it important for the client to take action

## #2 - If confidence is low:

Reduce the magnitude, number or complexity of goals &/or help the client to identify and address their barriers to taking action



# HCA 10 Steps to Health Change

## Set the Scene and Explain your Role

① Identify Health Issues & Lifestyle Change & Treatment Options



② Set an Agenda ③ Explore Motivation (Ask RICK!) ®



④ Client Makes a Decision

Decision  
Line



⑤ Generate Specific Goal Options



⑥ Select & Refine a Specific Goal ⑦ Create an Action Plan



⑧ Identify & Address Barriers ⑨ Ask RICK! Again



⑩ Include a Review & Referral Plan

Ready to  
Change



Readiness

(to adopt particular behaviours)

Motivational Interviewing

Solution-focused Coaching

RICK = readiness, importance, confidence, knowledge



# 4 Types of Goals

