

Quit Line Demonstration Calls: Caller Profile – Adult

Registration Questions:

- **Name:** *Michael (prefers "Mike") Johnson*
- **Have you ever called in [to the Quit Line] before?** *No, first time*
- **How did you hear about us?** *Saw stop smoking ad with the artery on television*
- **Birth date:** *7/1/1958 (age 53)*
- **Coordination of services:** *Currently unemployed, receives health care services through the tribal health center*
- **Address:** *123 Main Street, Mission, Oregon*

(Mission is an unincorporated area in Umatilla County – and part of the Umatilla Reservation. 13% of adult males in Umatilla County use smokeless tobacco, as do 8% of Native American males in Oregon, and 5% of adult males in this age bracket).

- **Phone:** *509-555-5555*
- **Email:** account@email.box
- **Chronic Conditions:** *type 2 diabetes*
- **Tobacco Type:** *cigarette and chew*
- **What age did you start:** *13*
- **Frequency:** *every day, 5-10 cigarettes per day, 1-2 plugs*
- **How soon after waking:** *Hour at least*
- **Other Tobacco users (in the home):** *No, wife quit last year*
- **Stage:** *Preparation*
- **Latina:** *no*
- **Ethnicity:** *Native American*
- **Highest level of education:** *High school diploma*
- **Limited mobility:** *No*

Intervention:

- **Needs:** *Would like to quit smoking, not convinced yet should also quit chewing (sees smokeless tobacco as possible harm reduction, part of life)*
- **History:** *Started smoking early – very ingrained, wife and other family members all used tobacco (until wife quit last year at doctor's urging).*
- **Motivation:** *Recently diagnosed with diabetes (type 2) and doctor has strongly recommended quitting tobacco. Wife also pressuring to stop smoking around her (so using chew more at home than in previous years, since no smoke to bother wife)*
- **Confidence:** *Low Performance Mastery. Has tried to quit on several occasions in the past, but never lasted more than a few days. The stress and social pressure gets overwhelming and he returns to smoking to calm down.*
- **Triggers:** *When feeling anxious or stressed out. When out with brother and other friends (who all use tobacco)*
- **Support:** *Wife is very supportive, rest of the family all still use tobacco*
- **Medications:** *Interested in using something, has tried nicotine gum before – didn't think it helped (since still smoking now). Worried about costs – money is tight (eligible for OR benefit—2 weeks of patch or gum)*

Quit Line Demonstration Calls: Caller Profile – Youth

Registration:

- **Name:** *Brianna*
- **Have you ever called in before?** *No, first time*
- **How did you hear about us?** *From a friend at school*
- **Birth date:** *10/16/1994 (age 17)*
- **Pregnancy questions:** *Not pregnant, or planning on pregnancy*
- **Coordination of services:** *Full time study at high school (dual enrolled in community college program), uninsured.*
- **Address:** *1417 Siskiyou St, Klamath Falls, 97601*
- **Phone:** *509-555-5555,*
- **email:** account@email.box
- **Chronic Conditions:** *has asthma*
- **Tobacco type:** *cigarette (and hookah, see details below)*
- **What age did you start:** *13*
- **Frequency:** *every day, 10 cpd*
- **How soon after waking:**
Couple of hours, usually waits til out of the house and meeting up with classmates
- **Other Tobacco users:**
Parents both smoke
- **Stage:** *Preparation*
- **Latina:** *no*
- **Ethnicity:** *Caucasian*
- **Highest level of education:**
Senior in high school
- **Limited mobility:** *No*
- **Any in household < 13 years of age:**
Yes, younger sister

Intervention:

- **Needs:** *Not quite sure about quitting, parents still smoke and they still seem okay, but starting a nursing program/degree at school and knows it isn't exactly good for her health, especially since she has asthma. Also worried about future career as nurse, has heard that some hospitals may not hire smokers*
- **History:** *Started smoking at 13, influenced by friends. Smoking is a social thing to do, hang out with friends, smoke, fitting in. Also smokes hookah with friends about once/week, but doesn't consider this harmful.*

Background from focus groups with youth on hookah use: Despite their knowledge about the health harms of tobacco, hookah is perceived to be less harmful and not addictive because it tastes and smells good, because hookah lounges are legal, because it's not done every day, and because no one has told them it's harmful. "I've never heard of someone getting cancer from a hookah," said one participant. They said the main risk in cigarettes is the chemical additives, and said that hookah is safer because it is "natural." Several said they had heard that hookah tobacco contains no nicotine or tar.

- **Motivation:** *Lives with her parents and younger sister, worried about her own health and if she is a smoker how that might hurt her if she wants to be a nurse.*
- **Confidence:** *Has never tried to quit before – first attempt.*
- **Triggers:** *Friends, part of social routine, stress*