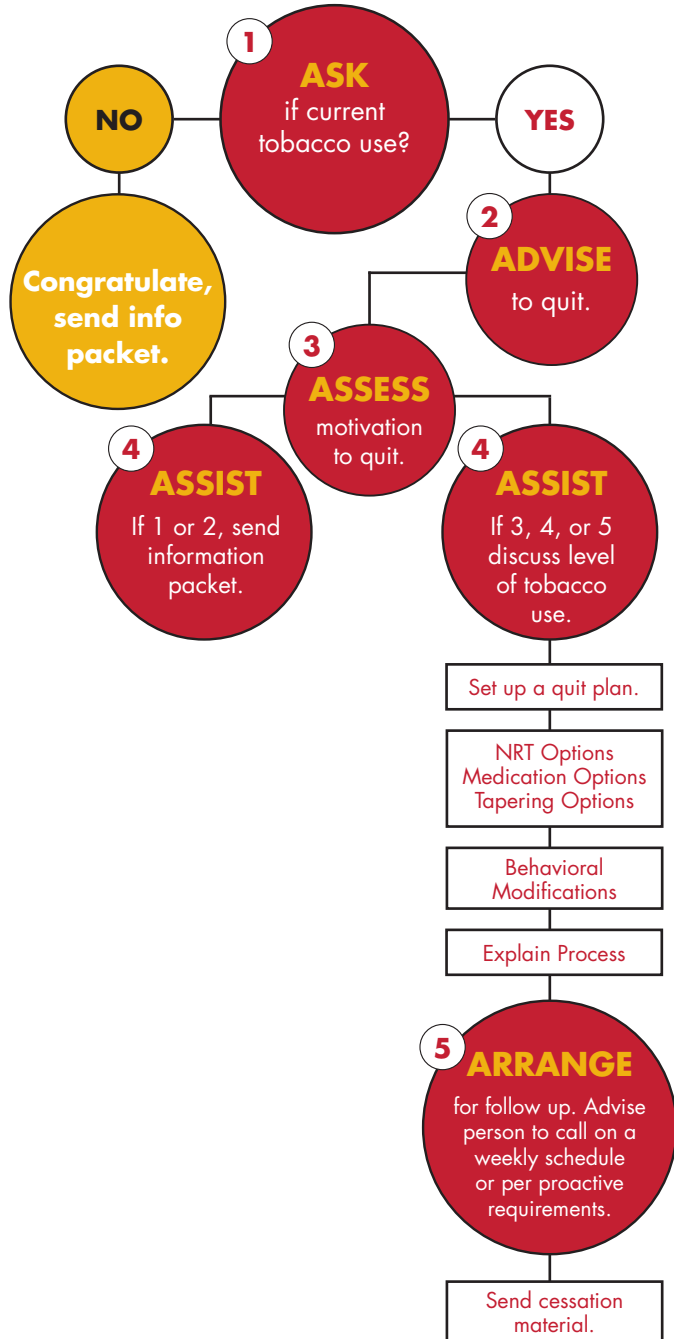


**ITQL USES THE 5As TEMPLATE FOR EACH CALLER.**

**IDENTIFY CLIENT AND ESTABLISH RAPPORT**



**1-866-QUIT-YES**  
Se habla español.

**HOURS OF OPERATION**

The Illinois Tobacco Quitline operates 16 hours with live voice answer. Counseling is available 7:00 a.m. – 11:00 p.m. CST, seven days a week. Current phone technology provides multiple call routing to available staff, call queue monitoring, on hold messaging, and voice mail capabilities.

**AN OVERVIEW OF THE ILLINOIS TOBACCO QUITLINE**



**1-866-QUIT-YES**  
Se habla español.



3000 Kelly Lane  
Springfield, IL 62711  
info@quityes.org • 1-800-788-5864

QuitYes.org



**A FREE TOBACCO CESSATION PROGRAM**

Funded by the Illinois Department of Public Health

## OVERVIEW OF SERVICE

The Illinois Tobacco Quitline (ITQL) is a free service for individuals desiring to quit using tobacco.

Content of a counseling session is based on the caller's readiness and stage of quitting. Education about FDA approved interventions and recommendations for use are discussed.

ITQL staff — English and Spanish speaking — has been trained in risk assessment questioning, counseling tobacco users with mental illness and in communicating to those with a diverse ethnic background. The ITQL currently provides individual tobacco cessation counseling along with mailed or electronic versions of education and support material.

## BACKGROUND AND RELEVANT EXPERIENCE WITH TOBACCO CESSATION SERVICES

Established in 2001, ITQL is the only lung health information and tobacco cessation program offered by lung health experts. ITQL provides barrier-free access to tobacco-cessation services through ease of accessibility to tobacco cessation education, counseling, and support when callers are motivated to quit.



## STAFFING

ITQL staff are Certified Tobacco Treatment Specialists, RNs, and/or Registered Respiratory Therapists, and are trained in tobacco cessation counseling and interventions. Staff members have attended training at the Mayo Clinic, New Jersey Medical and Dental School, or Florida State University programs. Training has included addressing stages of change, motivational interviewing, and recommended treatment for nicotine dependence.

Many staff are also ancillary medical professionals and have backgrounds in previous counseling and health education with multiple years of clinical experience. Each of our nurses and therapists has at least 25 years of medical experience.

## INTAKE

The ITQL intake and enrollment use the Minimal Data Set Assessment recommended by the North American Quitline Consortium. Caller and household disease status are also tracked. ITQL offers live answer reactive and counselor initiated proactive calls. Calls in queue transfer to live answer intake specialists.

## COUNSELING

Our staff provides cessation counseling and relapse prevention to eligible clients. A tobacco cessation counselor works with each individual to develop a detailed tobacco cessation plan best suited to that person's tobacco habits and lifestyle. Each caller will receive individualized counseling and subsequent information outlining the tobacco cessation process.

## RESOURCES – NICOTINE REPLACEMENT THERAPY (NRT)

Another benefit the Illinois Tobacco Quitline can offer is NRT products. We are able to provide patches to get started for those who qualify.

## EVALUATION

The National Conference on Tobacco or Health and the National Quitline Consortium recommends industry standards for follow-ups:

Conduct follow-up seven months following enrollment. This recommendation builds upon the existing MDS (minimal data set) system and has the advantage that a majority of cessation programs already conduct follow-up at this time. This recommendation corresponds well to the six-month time point recommended by the Society for Research on Nicotine and Tobacco (SRNT) workgroup while also allowing an initial one month grace period to initiate treatment and a quit attempt.

## MORE REASONS TO USE THE ITQL

### Helplines are Major Success Factors

The Surgeon General and the Centers for Disease Control and Prevention agree that telephone help lines can increase an individual's success to quit tobacco use by as much as 56%.

## PROGRAM INFORMATION

Callers are educated and counseled about tobacco cessation to create a solid basis for a plan tailored to each individual's needs.

### Topics Covered With Callers —

- Medicines to help stop tobacco use
- Lifestyle changes to make quitting easier
- Physical addiction
- Behavior patterns
- Tobacco triggers
- Coping Strategies
- Preparing for Quit Day
- Managing stress
- Avoiding weight gain
- Developing a new self-image
- Quitting for good

The use of nicotine replacement therapies, medications, and nicotine tapering are integrated into the cessation program, with a special emphasis on behavioral modification.

### Medication therapy

Zyban (Wellbutrin or bupropion) or Chantix are medications that must be prescribed by a physician and may not be considered a covered expense. The client should check with his or her insurance carrier.

### Tapering

A process that slowly reduces the amount of nicotine your body has grown used to and helps change smoking patterns and behaviors. There is no cost for tapering, other than the number of cigarettes purchased while tapering.

## PROGRAM FEATURES

- Initial proactive calls
- Unlimited reactive calls
- 7-month follow-up call
- Information packet