A Taste of Motivational Interviewing for Care Coordinators

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Learning Objectives

At the conclusion of this training you will be able to:

• Describe motivational interviewing (MI).
• Identify the four key MI skills: OARS.
• List basic strategies that will enhance patient readiness to change.
• Practice strategies for engaging patients and evoking change talk.
Introductions and Tips

In the chat box:

• Name?
• Where you work?
• One strategy to help a patient change (when ready)?
THIS is MI
The Effective Provider

- https://www.youtube.com/watch?v=URiKA7CKtfc
Group Discussion

- What went well?

- What could be improved?

- What techniques are useful?

- What MI techniques did you recognize?
What is MI?
Motivational Interviewing in a Nutshell

Motivational interviewing is a client-centered, guiding communication style for enhancing a person’s own motivation for change.
MI Spirit

• **Compassion**
  - Demonstrating genuine concern for the patient’s well-being

• **Acceptance**
  - Honoring and supporting patient’s personal responsibility for change – whether they choose to change or not

• **Partnership**
  - Sharing power, and active collaboration between experts

• **Evocation**
  - Drawing out patient’s views about the change area
MI Processes

- ENGAGING or laying or strengthening the relational foundation
- FOCUSING or collaboratively setting the strategic course of the conversation
- EVOKING or selectively eliciting and responding to change talk
- PLANNING or negotiating goals and plans with attention to behavioral activation and commitment
Four MI Skills--OARS

- Open ended Questions
- Affirmations
- Reflective Listening
- Summary
What is an Open Ended Question?
What are Affirmations?
Affirmations are....

- Statements and gestures that recognize patient strengths and behaviors that lead in the direction of positive change, no matter how big or small.

- Affirmations build confidence in one’s ability to change.

- To be effective, affirmations must be genuine and congruent.
Examples of Affirmations

“I appreciate that you are willing to meet with me today.”

“You are clearly a very resourceful person.”

“If I were in your shoes, I don’t know if I could have managed nearly so well.”
What is Reflective Listening?

African proverb:
Much silence makes a powerful noise.
Reflective Listening: How it Helps

• It’s active listening both to the words and the feelings behind them

• It keeps people thinking and talking

• Shows your effort to check that you understand what has been shared

• Forces you to listen carefully – you can’t reflect if you are not paying attention
Example

• “I’m feeling really frustrated with my diabetes. I don’t have the control – it does.”

• Reflection: “So you feel like the disease is controlling you right now.”
Let’s Practice

“I know that I need to monitor my blood sugar levels, but I am just so busy that sometimes I forget.”

“My husband and I really enjoy eating out, so I’m not ready to cut back on that.”

“I see my doctor when I’m sick, but I don’t see any reason to go in when I’m feeling fine.”
What is a Summary?
Summary

A summary allows patients to:

- Recall the conversation
- Think of new Ideas
- Plan next steps
- Feel more confident moving forward
Processes Revisited

ENGAGING

FOCUSING

EVOKING

PLANNING
Client Scenario

• Choose a typical client
• Do not “overact”
• Five minutes each
Let’s practice - ENGAGING
Evocation

Importance and Confidence Rulers

“Why a ___ and not a ___ (lower number)?”
“How can you get to a ___ (higher number)?”

• Evocative Questions to Elicit Importance
• Evocative Questions to Elicit Confidence
Elicit-Provide-Elicit

*When you need to share information:*

**Elicit** the patient’s thoughts, views, solutions

**Provide** information and clarify

**Elicit** what the patient thinks about the information and next steps
Samantha

- 58 year old woman new diabetes diagnosis
- High blood pressure, not controlled
- Feeling overwhelmed and confused
  - Does not know where to start!
- Provider gave her a big packet of info
  - Reading and monitoring glucose, A1C tests
  - Food labels, portion control, food logs,
  - Increasing physical activity
Let’s practice - EVOKING
Questions?
Thank you!

Connect with us about more MI opportunities!

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