

*Care Coordination Essentials Online Learning Series*

# 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?
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# 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

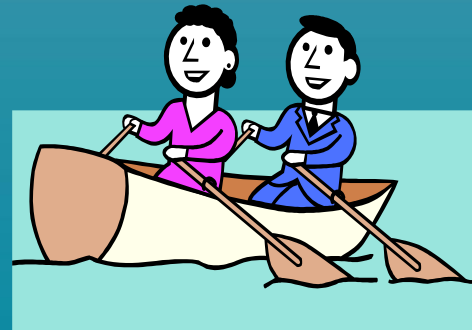


# MI Processes

- **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
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# 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.
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# 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
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# 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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