

Collaborative Conversations: *Motivational Interviewing (MI)*

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READINESS RULER FOR MI

- 1** = My knowledge of MI is almost 0, this is a new topic for me
- 5** = I have practiced MI a lot; already apply the skill with patients, clients, family & friends

On a scale of 1 to 5, how ready are you to apply MI with patients / clients / others?

Reference: Rollnick S., & Miller, W.R. (1995). What is motivational interviewing? *Behavioural and Cognitive Psychotherapy*, 23, 325-334.

TODAY'S TOPICS

- What is MI?
- Stages of MI
- Applying MI

MOTIVATIONAL INTERVIEWING

When you hear the phrase
“*motivational interviewing*,”
what word comes to mind?

Reference: Rollnick S., & Miller, W.R. (1995). What is motivational interviewing? *Behavioural and Cognitive Psychotherapy*, 23, 325-334.

WHAT IS MOTIVATIONAL INTERVIEWING (MI)?

“ . . . a collaborative, person-centered form of guiding to elicit and strengthen motivation for change.”

Reference: Miller, W.R. & Rollnick, S. (2009). Ten things that Motivational Interviewing is not. *Behavioural and Cognitive Psychotherapy*, 37:129-140.

WHAT IS MOTIVATIONAL INTERVIEWING (MI)?

“...a collaborative conversation to strengthen a person’s own motivation for and commitment to change.”

Reference: Miller, W.R. & Rollnick, S. (2009). Ten things that Motivational Interviewing is not. *Behavioural and Cognitive Psychotherapy*, 37:129-140.

WHAT IS MI?

- **MI is:**
 - non-judgmental,
 - non-confrontational, and
 - non-adversarial.
- Helps client at their current state of functioning
- Targets the varying levels of readiness for client change.

EIGHT STAGES OF LEARNING MI

1. Overall “Spirit of MI”
2. O.A.R.S.: Client-Centered Counseling Skills
3. Recognizing Change Talk & Sustain Talk
4. Eliciting & Strengthening Change Talk
5. Rolling with Sustain Talk & Resistance
6. Developing a Change Plan
7. Consolidating Commitment
8. Transition and Blending

Today's Focus

THE “SPIRIT OF MI” – AGAPE

FAVORITE TEACHER ACTIVITY

25-YEAR OLD DAUGHTER, RACHEL, IS A DIETITIAN. SHE'S WITH HER SISTER, TAMANNA, A DIABETIC, WHO IS SEEING THE CLINICIAN, DEBBIE, TODAY.

R: I'm concerned about Tamanna. Even though she has diabetes she eats a lot of junk food and rarely gets off the couch to move around.

T: It's hard to get motivated to change. I know I need to do better.

R: Well then why don't you "do better?"

D: *Yes, Ms. Tamanna why don't you "do better?"
Your blood sugar is through the roof today!*

MOTIVATIONAL INTERVIEWING

The Patient's Agenda (not the HCP's)

Reference: Professional Patient Advocate Institute and Dorland Health. Motivational Interviewing: An Emerging Trend in Medical Management. www.patientadvocatetraining.com, p. 18.

MI SKILLS (O.A.R.S.)

Open-ended questions,

Affirm,

Reflect,

Summarize

SKILL #1:

OPEN-ENDED QUESTIONS (OEQ)



In the simplest terms,
what is an *open-
ended question*?



CLOSED VS. OEQS

Closed Question	Open-ended Question
So you are here because you are concerned about your use of alcohol, correct?	
Are you checking your blood sugar 3 times each day?	
Do you agree that it would be a good idea for you to lose weight?	
Did you eat breakfast today?	
When do you plan to do something about your angry outbursts?	

MI SKILLS (O.A.R.S.)

SKILL #2

Open-ended questions,

Affirm,

Reflect,

Summarize

SKILL #2: AFFIRMATIONS



Sincere

Specific

Genuine

Empathic

AFFIRMATIONS

QUESTION:

- Based on your clinical and practical experience with patients & clients, what are some affirmations you would likely use to provide feedback during a discussion?

Sincere

Specific

Genuine

Empathetic

AFFIRMATIONS

- I appreciate how hard it must have been for you to decide to come to your first check-up. You took a big step.
- I think it's great that you are ready to do something about this problem.
- That must have been very difficult for you.
- You're certainly a resourceful person to have been able to live with the problem this long and not fall apart.
- That's a good suggestion.
- It must be difficult for you to accept a day-to-day life so full of stress.
- If I were in your position, I would have found that difficult.

Rachel, an 38-year-old female, a smoker says to the nurse:

“I’m going to have to stop buying my inhalers. I can’t afford the co-pay for my inhalers any more.”

Tamanna, the nurse (angry voice!):

“How is it that you can afford your cigarettes but you can’t afford your medicine?”

WHAT DO YOU FEEL WHEN YOU HEAR THIS RESPONSE? WHY IS THE NURSE ANGRY?

**WHAT AFFIRMING RESPONSE
WOULD YOU SAY?**

MOTIVATIONAL INTERVIEWING

**Non-adherence to one's
treatment plan or goal
does not mean the patient
or individual doesn't care!**

Reference: Professional Patient Advocate Institute and Dorland Health. Motivational Interviewing: An Emerging Trend in Medical Management. www.patientadvocatetraining.com, p. 18.

MI SKILLS (O.A.R.S.)

SKILL #3

Open-ended questions,

Affirm,

Reflect,

Summarize

REFLECTIVE LISTENING PHRASES

- It sounds like you...
- It's difficult/easy for you to...
- You realize that...
- You're having trouble/success with...
- You understand that...
- You feel that...
- You're saying that...
- You do/don't see the need to ...
- Let me see if I understand you...

Daniel, an adult, 56 yo, struggling with multiple health conditions:

“I know... my blood sugar is high; my blood pressure is high, I weigh too much. I feel like everything is hitting me at once. I’ve just gone through a divorce, my daughter moved back home to go to college, and my son [who did all the house repair and yard stuff] moved to another state. It’s just too much to handle all that plus to try and monitor my blood sugar too.”

USING LEAST # OF WORDS POSSIBLE, WRITE WHAT YOU WOULD REFLECT BACK TO DANIEL.

MI SKILLS (O.A.R.S.)

SKILL #4

Open-ended questions,

Affirm,

Reflect,

Summarize

SUMMARIZE

“LET’S SEE IF I HEARD YOU CORRECTLY.”

“LET’S MAKE SURE I GOT EVERYTHING.”

How does “**Summarizing**” help you and the patient or individual with whom you are speaking?

SUMMARIZE

Summaries help clients & patients by:

- Reinforcing what they said;
- Demonstrating that the clinician/person has been listening carefully;
- Helping clients consider their responses and experiences;
- Prepares clients to move forward;
- Correcting the discussant if a wrong statement is made;
- Allowing for careful documentation or charting of the discussion.

MOTIVATIONAL INTERVIEWING

Considers Stage of Change (“readiness”)

What are phrases you would hear
from patients or people who are
ready?

Who are not ready?

Reference: Professional Patient Advocate Institute and Dorland Health. Motivational Interviewing:
An Emerging Trend in Medical Management. www.patientadvocatetraining.com.

ASSESS READINESS TO CHANGE...

If patient is:	Planned Approach	ASK PERMISSION!	
Not ready to change	→ Discuss benefits of action → What would have to happen?		ASK PERMISSION!
Ready to change	→ Develop a specific, manageable plan of action		
Already doing healthy behaviors	→ Support continued behavior tracking & goal setting	ASK PERMISSION!	

Reference: Rollnick S., & Miller, W.R. (1995). What is motivational interviewing? *Behavioural and Cognitive Psychotherapy*, 23, 325-334.

26-year-old adult venting to a friend:

"My mother makes me so mad. She has had liver problems and she keeps drinking. I know she went through a bad time caring for her sister who died of cancer, but I try to tell her it's bad for her but she just says, "It helps me get through the day."

I guess I shouldn't yell at her – I drink, but I don't have a problem like her."

**WITH A PARTNER, PLAY THIS OUT...
FORMULATE AN AFFIRMATION, AN
OPEN-ENDED QUESTION, AND A
REFLECTION IN RESPONSE.**

MOTIVATIONAL INTERVIEWING

Knowledge does not equal motivation!

Reference: Professional Patient Advocate Institute and Dorland Health. Motivational Interviewing: An Emerging Trend in Medical Management. www.patientadvocatetraining.com, p. 18.

MOTIVATIONAL INTERVIEWING

Practice Makes Perfect!

MI PRACTICE...GROUPS OF 3:

Role #1: MI Counselor

Role #2: Patient / Client / Employee

Role #3: Observer

 Documents MI techniques used

See Handout

MI PRACTICE: SCENARIOS

SCENARIO #1: INDIVIDUAL IS READY

- Did you discuss barriers to sustaining behavior & possible solutions?
- Ask permission and discuss goal setting

2 minute session

MI PRACTICE: SCENARIOS

SCENARIO #2: INDIVIDUAL IS NOT READY

Did you discuss barriers & possible solutions?

What would have to happen for you to consider change?

2 minute session

MI PRACTICE: SCENARIOS

SCENARIO #3: INDIVIDUAL IS WHATEVER!

Did you discuss barriers & possible solutions?

What would have to happen for you to consider change?

2 minute session

MI PRACTICE...GROUPS OF 3

Role #1: MI Counselor

Role #2: Patient / Individual / Employee

Role #3: Observer

Debrief:

What was easy?

What was hard?

New ideas learned?

MI RESOURCES

Motivational Interviewing Network of Trainers (MINT)

<https://motivationalinterviewing.org/mi-guidance-documents>

Tour of Motivational Interviewing: An Interprofessional Road Map for Behavior Change (By: University of Missouri Kansas City School of Nursing and Health Studies)

<https://healthknowledge.org/course/index.php?categoryid=53#TourOfMI>

VISION FORWARD... IMPACT OF MI

A Better Definition

“Motivational Interviewing is a soft way of asking people to take a hard look at themselves.”



-Rosa Ontiveros
Community Solutions
Gilroy, CA

“This ability to ‘sit with’ people as they grieved their loss of “normalcy led to the beginning of the acceptance of their condition. Patients felt supported and understood in a difficult circumstance.”

Reference: Professional Patient Advocate Institute and Dorland Health. Motivational Interviewing: An Emerging Trend in Medical Management. www.patientadvocatetraining.com, p. 19 [paraphrased].

THANK YOU!

QUESTIONS?



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