Brief Motivational Interviewing for Patient Centered Care and Conversations

Chris Farentinos, MD, MPH
VP, Unity Center for Behavioral Health
Agenda

- Introductions
- Understanding the participant’s expectations
- Style and spirit of MI
- The four fundamental processes in MI
- The MI basic skills – OARS
- Practicing the basic Motivational Interviewing skills
- Wrap up and evaluation
Understanding participant’s expectations
New book

Motivational Interviewing
IN THE TREATMENT OF PSYCHOLOGICAL PROBLEMS

Edited by
Hal Arkowitz
Henry A. Westra
William R. Miller
Stephen Rollnick
MI in Health Care – helping patients change behavior
Miller and Rollnick
Pick a partner

- Ask one thing they are trying to change
- Now be the kind of helper who tells how much the person needs to change, give reasons to change, give lots of ideas on how to do it, assure that the person can do it.
- Only 5 minutes
- Debrief
Try again (5 min)

- This time do not give advice (use self control)

- Ask four questions:
  - Why would you want to make this change?
  - What are the three best reasons for you to do it?
  - How important is it for you to make this change and why?
  - How might you go about it in order to succeed?

- Listen than give a summary of what you heard back to the person and ask: “so, what do you think you will do?”

- DEBRIEF
Theory of paradoxical reactance

- There will be an increase in a problem behavior if a person perceives that her personal freedom is being infringed or challenged.
- We don’t need to fix people.
- Because getting stuck in ambivalence is normal.
- Resolving ambivalence is key to changing behavior.
- Key is to let PATIENT ARGUE FOR CHANGE.
THE PSYCHOLOGY OF CHANGE

- Change
- Status Quo
A Cherokee Legend

- An old Cherokee is teaching his grandson about life. "A fight is going on inside every one of us," he said to the boy.
- "It is a terrible fight between two wolves. One wolf is evil - he is full of anger, envy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, and inferiority." He continued, "The other is good - he is full of joy, peace, love, hope, serenity, humility, kindness, empathy, generosity, truth, and compassion".
- The grandson thought about it for a minute and then asked his grandfather, "Which wolf wins?"
- The old Cherokee replied, "The one you feed."
Spirit of MI

- Collaboration
- Acceptance
- Compassion
- Evocation
Dancing Vs. Wrestling
Artistic and Technical
FOUR FUNDAMENTAL PROCESSES IN MI

1) Engaging
2) Focusing – establishing the agenda
3) Evoking (change talk)
4) Planning (negotiating a plan)

Today we will practice ENGAGING and FOCUSING THE AGENDA
Engaging
Engagement

- The process of establishing a mutually trusting and respectful helping relationship
  - Do I feel respected by the practitioner?
  - Does he/she listen to me?
  - Do I trust this person?
  - Do I have a say on what happens?
  - Am I being offered options as opposed to one size fits all?
  - Does he/she negotiate with me rather than direct me?
Six traps that promote disengagement

- The assessment trap
- The expert trap
- Confrontation of denial
- The premature focus on change trap
- The labeling trap
- The blaming trap

Why do you think these are traps?
In the engaging process, primary attention is focused on *patient’s concerns and goals*.

Just asking a one open ended question in the beginning will create immediate engagement.

What do you want to accomplish in our consultation today, what is important to you?
What are the four basic MI skills???

OARS
OPEN-ENDED QUESTIONS

- An open-ended question is one where there is more than a yes or no response (what brings you here today, tell me about your alcohol use, what else concerns you?)

- Help patient elaborate own view of the problem and possible solutions
AFFIRMATIONS

- Patient-Focused

- Intended to
  - Demonstrate positive view of the patient ("you are doing your best to control your blood sugar")
  - Build optimism and self-efficacy
  - Support patient’s strengths

Give me some examples of affirmations!
More Examples of Affirmations

- Thanks for coming on time.
- You are doing nice work on controlling your sugar levels.
- Thanks for telling me about that.
- Your willingness to participate in your tx. shows me you are making progress.
- You lost some pounds since last visit, you must be working hard on your diet and exercise.
Reflections

- It is the backbone of active listening, along with non verbal communication
- It makes a guess about what the client means
- We need to pay attention and *think reflectively* to then *form reflections*
- Reflections are not questions, they are *statements of understanding*
Warm up reflections

- I am alone at home and I forget to take my medication.
- I am afraid of taking this new medication, the side effects are scary.
- I have been prescribed OxyContin by a doctor, it is not an addiction.
- I have been feeling really down, and don’t know what is happening.

Use your reflections
Exercise in Forming Reflections

- Get into groups of three and take turns speaking and listening (providing reflections)
- Topic: “one thing I would like to change about myself is ___”
  - Write down 3 statements
- Each speaker offers 3 different personal statements, one statement at a time
- Listeners (2 per group): provide reflections to speaker –
  - one reflection is given by each listener per statement made, then switch to person on the right
Directions for Forming Reflections:

- Reflective listening offers: a hypothesis about what the speaker *means*,
  - In a statement (not a question)
  - Intonation is key – Let’s practice together…
- Use of the word “you” to start the sentence is common
- Ways to start reflections
  - So you feel _____
  - It sounds like you ___
  - You’re wondering if ___
  - You ___
Our legacy is yours.

Summaries
Coding OARS – stop and go game

https://www.changecompanies.net/account/login.php

http://www.youtube.com/watch?v=0z65EppMfHk&feature=em-share_video_user
Exercise – Practicing your Reflections

- Practicing reflections
  - Dyads
  - The speaker talks about how he/she is trying to fit more exercise in and how hard it has been
  - The listener uses reflections
    - Simple reflections
    - Complex reflections (guess at the unexpressed thought or feeling)
  - The listener also uses helpful open ended questions
    - How has this problem affected your day to day life?
    - What is the biggest concern you have at this time?
    - Help me see through your eyes what a typical is day for you.
    - How do you hope I might be able to help you?
Helpful questions

- Engaging:
  - How do you hope I might be able to help you?
  - How has this problem affected your day to day life?
  - What is the biggest concern you have at this time?
  - Help me see through your eyes what a typical is day for you.
Debriefing:

- Please describe your experience
  - What was this like for you as the speaker?
  - How easy/difficult was it to generate reflective listening responses as the listener?
  - Where did you find value in this experience?
Group Exercise

- Find a partner
- Each partner will be the “speaker” for about 10 minutes (do not break role)
- Example topics:
  - What I’d like to do over the next 5 years
  - Something I feel two ways about
- Responder seeks to:
  - Understand speaker’s experience
  - Uses reflective listening, open ended questions, affirmations, summaries and non-verbal communication (OARS)
Debrief
Focusing the agenda
Focusing

- Focusing in MI is an ongoing process of seeking and maintaining direction.
- Finding together the direction and some achievable goals or targets.
- Concept of “treat to target” can be largely applied with MI.
- Three sources of focus:
  - The clinical expertise of the practitioner.
  - The patient.
  - The setting.
Agenda Setting (part of focusing)

- Here are some topics we might talk about for a few minutes (medication change, exercise, diet, blood sugar levels)
- They are all things that are related to your wellness
- I wonder if there is one of these areas you might like to talk about in terms of concern or change
- Or perhaps there is another topic you’d rather discuss in the 15 min we will have together today
What shall we talk about today?

- Exercise
- Stress
- Diet
- Medications
Helpful questions

- Focusing:
  - What do you expect to accomplish today?
  - What would you like to talk about today?
  - What would be the most important concern to address today?
  - We have 20 minutes today – what would be the best use of the time for you?
Demonstration

- Video about focusing
- https://www.changecompanies.net/account/login.php
Group discussion:
How can you integrate focusing in your practice?
How can you use the bubble sheet?
Challenges?
Video Clip
Eliciting patient’s strengths with Bill Miller
Characteristics of a successful changer

- Creative
- Resourceful
- Like challenges
- Goal oriented
- Positive
- Persistent
- Competitive
- Make lemonade out of lemons

- Open
- Good in creating supportive relationships
- Fast learner
- Disciplined
- Like to research
- Caring
- Smart/intelligent
- Active
Evaluation

Please fill out training evaluation
Thank you!