

SUPERIOR HEALTH

Motivational Interviewing: A Tool to Help Your Patients Find Their Why

Mia Croyle, MA Diabetes Care and Education Preconference September 28, 2023

Learning Objectives

After attending this workshop, participants will be better able to:

- Identify the key domains of the spirit of Motivational Interviewing (MI).
- Utilize the core skill of reflective listening to demonstrate empathy with patients with diabetes.
- Employ the strategic objective of evoking change talk when supporting patients with diabetes.
- Develop a plan for further development toward proficiency.

Quality Improvement Organizations Starting Start

Expectations

- This workshop is not meant to prepare you to deliver this evidence-based practice with fidelity.
- Learning MI is a developmental process that requires a longterm investment of time and effort.
- People learn best when they have repeated opportunities to practice learned skills and receive feedback on performance from experienced MI practitioners and to incorporate this feedback into practice.



Definitions; Initial Self Assessment
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More Definition "Motivational Interviewing is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion." Miller and Rollnick, 2012 Way to support people to make behavior changes where they may be very ambivalent about the way forward. Evidence-based approach.

About MI

- Way to support people to make behavior changes where they may be very ambivalent about the way forward.
- · Applicable across a broad range of helping professions
- Compatible with many other means of helping. It is a way of doing what else you do.

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• Evidence-based approach.

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Background

- Studied and applied for over 30 years.
- Robust evidence base.
 - Over 1,200 publications.
 - 200+ Randomized control trials.
- Originally developed in alcohol and drug treatment context.
- · Broad health care applications.

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What Do We Know?

- Improves retention, adherence and outcomes across a range of behaviors.
- Generalizes fairly well across cultures.
- Relationship matters.
- Change talk, sustain talk and discord matter and they are in
- our control!
- It is learnable.
- Proficiency is reliably measurable and predicts better outcomes.

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Does MI Work?

Meta-Analysis:

- Targeted outcomes included substance use (tobacco, alcohol, drugs, marijuana), health-related behaviors (diet, exercise, safe sex), gambling, and engagement in treatment variables •
- 75% improved
 - 50% small but meaningful effect
 25% moderate or strong level

Source: Lundahl, B. W., Kunz, C., Brownell, C., Tollefson, D., & Burke, B. L. (2010). A meta-analysis of motivational interviewing: Twenty-tive years of empirical studies. Research on social work practice, 20(2), 137-160. Quality Improv Organizations

Some Key Concepts

 $\label{eq:amplitude} \begin{array}{l} \mbox{Ambivalence} - \mbox{feeling both ways about something; having arguments for and against it. \end{array}$ **Change talk** – anything that the other person gives voice to that supports movement toward the change.

Empathy - active attempts to understand the other person's

point of view and perspective. Autonomy Support – acknowledge and honor the person's freedom of choice and self-determination.

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MI Is Person-Centered

- See the person as someone with strengths, hopes and relationships.
- Treat them as a person who appreciates being heard, valued and regarded as competent.
- · Remember this is a real person who makes choices.
- You must be yourself as a genuine presence.
- Practice some restraint because the focus is on them, not you.
- You are here as a guide not to fix, persuade or correct.

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The Spirit of MI

Partnership

- You both bring valuable expertise to the matter at hand.
- More like dancing together than wrestling.

Acceptance

- People have inherent worth and do not need to earn or prove that they deserve respect.
- Motivation for change rarely comes from feeling sufficiently guilty, ashamed or worthless.
- · Accepting people as they are helps them change and grow.

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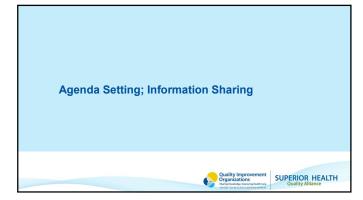
The Spirit of MI, continued

Compassion

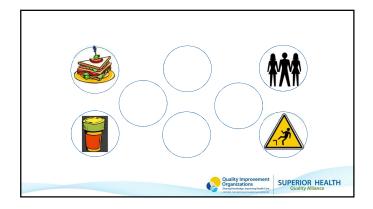
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- Intention to give top priority to the health and well-being of the other person.
- MI is not about getting a person to do things that you want them to do.
- Empowerment
- Helping people appreciate and use what they already have, rather than giving them something they lack.

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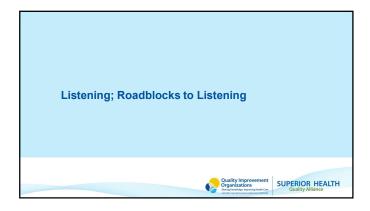
Sharing Information in the Spirit of MI

Information sharing and advice can be helpful.

- With permission.
- · When communicated clearly and without judgment.
- · When it is relevant to what the patient wants.
- Ask-Offer-Ask

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Listening

- Begins with genuine desire to understand the person's experience.
- "Beginner's mind" curiosity and discovery, you don't already know what you are going to discover.

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- Uncluttered mind.
- Listen with your whole self.

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Roadblocks to Listening

Take away autonomy:

- Ordering, directing or commanding.
- Warning or threatening.
- Moralizing, preaching, giving "shoulds" and "oughts."

- Advising, offering solutions or suggestions.
- Teaching, lecturing, giving logical arguments.

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More Roadblocks to Listening

Point out inadequacies and faults:

- Judging, criticizing, directing, blaming.
- Name calling, stereotyping, labeling.
- Interpreting, analyzing, diagnosing.

Make the person feel better or deny there's a problem:

- Praising, agreeing, giving positive evaluations.
- Reassuring, sympathizing, consoling.

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Final Few Roadblocks to Listening

Solve the problem for the person:

• Questioning, interrogating, cross-examining.

Divert the person or avoid the subject all together:

• Withdrawing, distracting, humoring, changing the subject.

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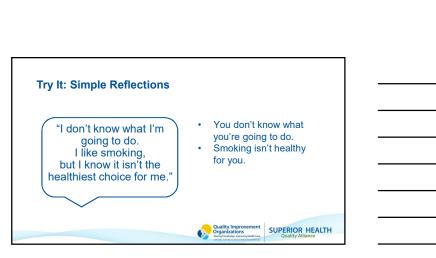
Reflective Listening

- Statement.
- Mirrors what was said or meant.
- Demonstrates empathy.
- Shapes direction.
- You choose what to reflect.

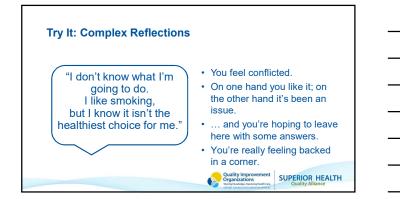


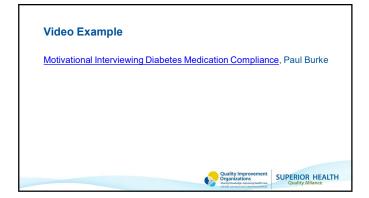














Change Talk

- Anything that the other person says that favors the change or growth.
- Pros of change; cons of keeping things the same.
- Ask for it with open questions.
- <u>Reflect</u> it when you hear it.

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Open Questions To Respond To Change Talk

When change talk emerges, ask for more details or examples,

- In what ways?
- Tell me more...?
- What does that look like?
- When was the last time that happened?
- Give me an example.
- What else?

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Open Questions To Evoke Change Talk

You get what you ask for!

Look **back**: How were things better, different before?

Look forward: How would you like things to be?

Query extremes:

- What are the worst things that might happen if you don't make this change?
- What are the best things that might happen if you do make this change?

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Open Questions To Evoke Change Talk

Hypothetical:

- If you are successful in making these changes, what would be different?
- If I had a magic wand to erase (barrier), how would you feel about this change?
- What would have to happen for you to consider making a change?

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Ongoing Learning

- What is a goal for you?
- What will you do to meet this goal?
- What support or resources will help?
- · How will you know when you have met this goal?

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