

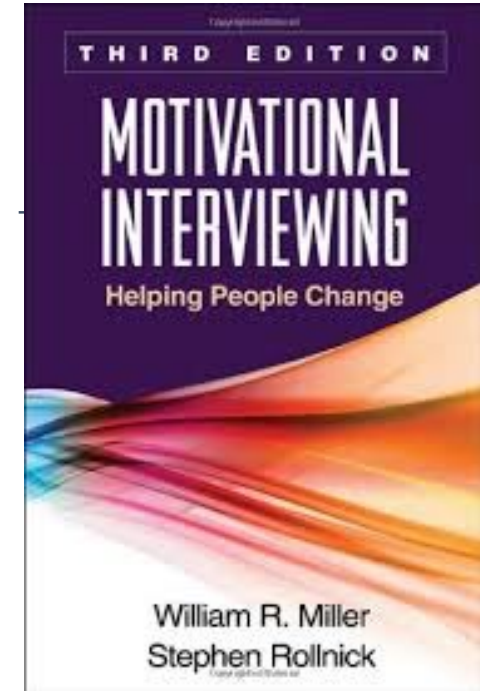


Motivational Interviewing: Guiding Your Patients in Making Successful Behavior Changes



MI Experience, Expertise, Heresy?

- How many have heard about Motivational Interviewing?
- How many have experience using Motivational Interviewing?

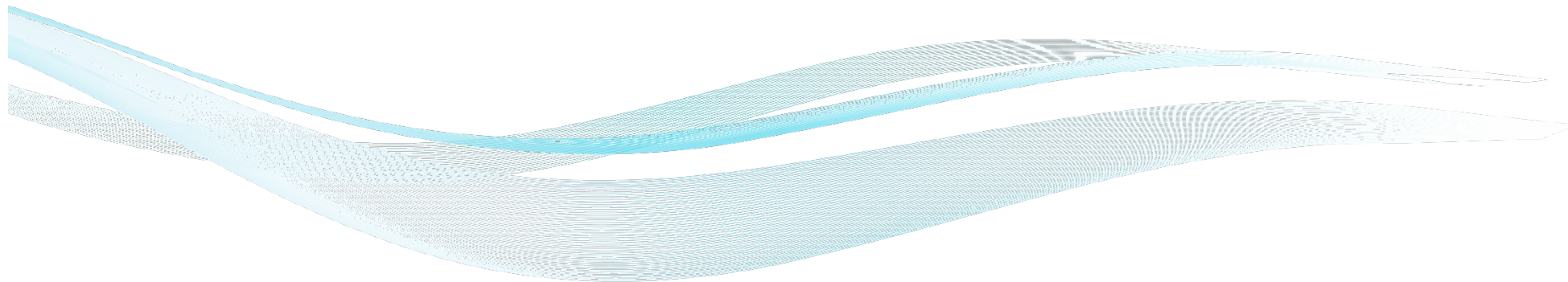


Session Objectives

- Define the core concepts of Motivational Interviewing
- Experience the difference between traditional and MI approach
- Identify the worst case scenario in behavior change counseling
- Identify the best case scenario in behavior change counseling
- Practice strategies that are congruent with MI approach



Why don't people
change?



You would think...

- That the very real threats of blindness, amputations, kidney failure and other complications from diabetes would be enough to motivate weight loss and glycemic control
- That a patient on dialysis would be diligent about following recommended dietary guidelines and prescribed medications



And yet
it is not enough...



DTX19

So We Ask: “Why Don’t People Change?”

Motivation...

a central puzzle piece
in behavior change
and activation



Four Traditional Notions

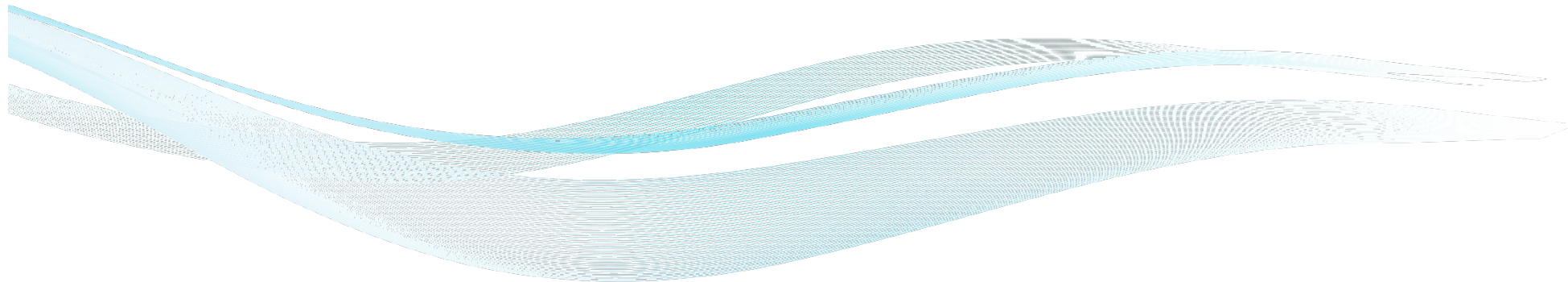
The problem with them is...

**They
don't see**

**They
don't know**

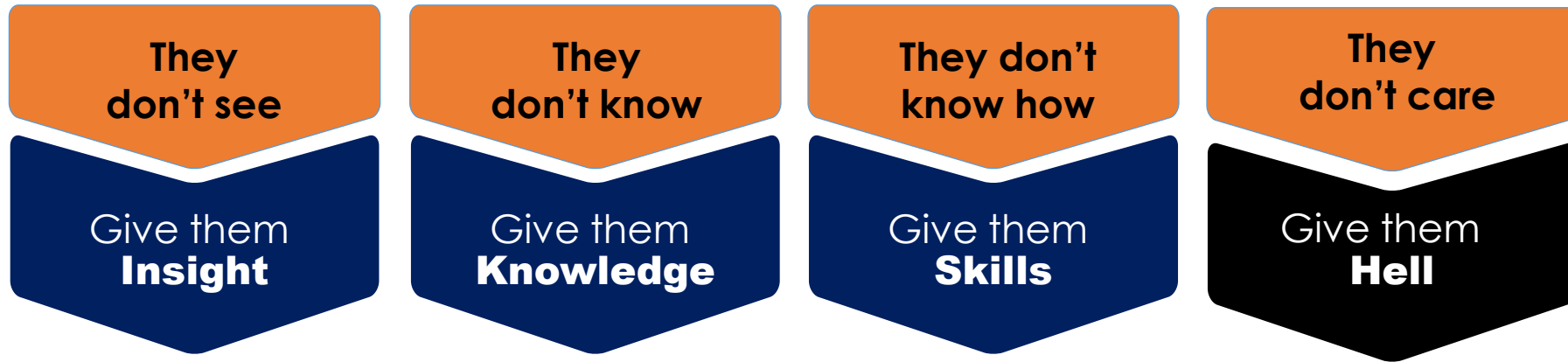
**They don't
know how**

**They
don't care**



If These Beliefs Are True...

Four Common Solutions



If you can make people **see**, then they would do things differently

If people **know** enough, then they would do things differently

If you can teach people **how** to take charge, then they will do it

If you use **scare tactics** or scold them enough, they will do it

What do you know you 'should' be doing...but you're not?



**Eating more fruits
& veggies**



**Managing weight
better**



**Exercising 30
minutes a day**



**Getting 8 hours
of sleep a night**



**Taking a
medication**

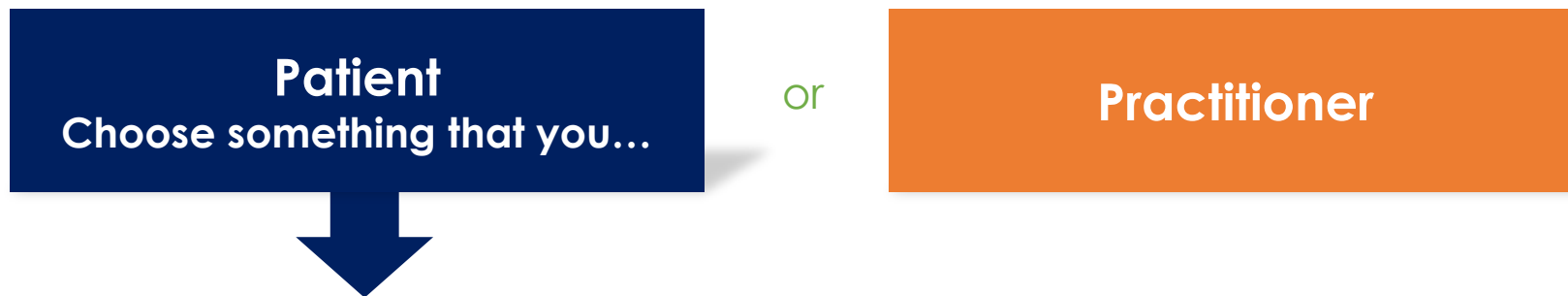


Other?

PRACTICE:

Traditional Approach

- Find a partner and choose roles:



- Know you “should” be doing,
- Are being bugged to do,
- Are doing some of the time,
- Keep intending to do ...

But you are not doing on a regular basis



PRACTICE:

Traditional Approach

Patient

or

Practitioner
Assess, prescribe, fix...

Find out what the issue is and then...

- Explain *why* they should be doing it
- Give at least three *benefits* that would result from following through
- Give advice about *how* to do it
- Convince the patient about how *important* it is to follow through
- Get consensus about the plan



PRACTICE:

Traditional Approach

What was it like as the practitioner?

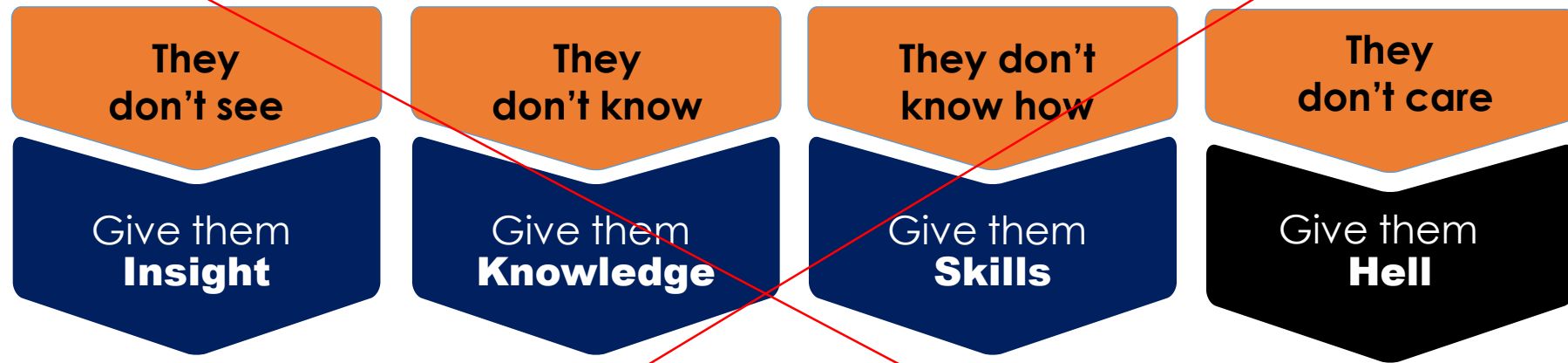
What was it like as the patient?

Did any movement towards change occur?



Research does not back

Four Common Solutions



If you can make people **see**, then they would do things differently

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If you can teach people **how** to take charge, then they will do it

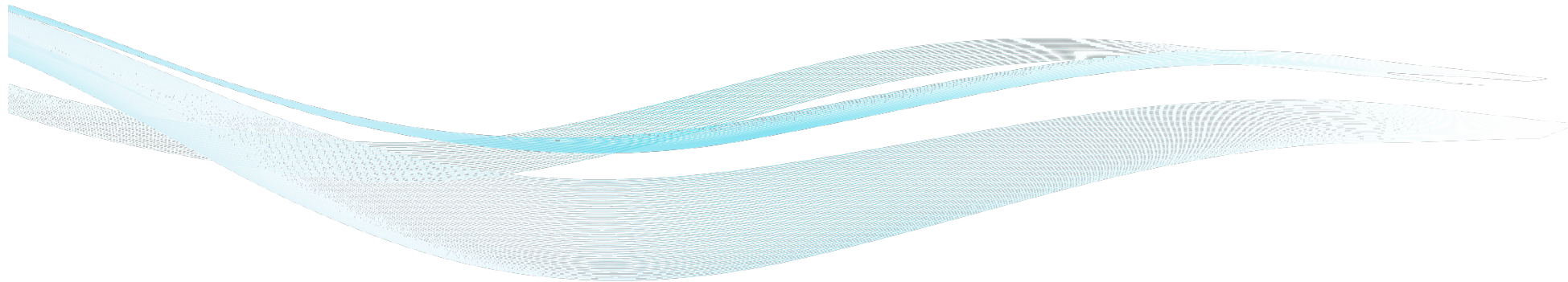
If you use **scare tactics** or scold them enough, they will do it

Better Questions

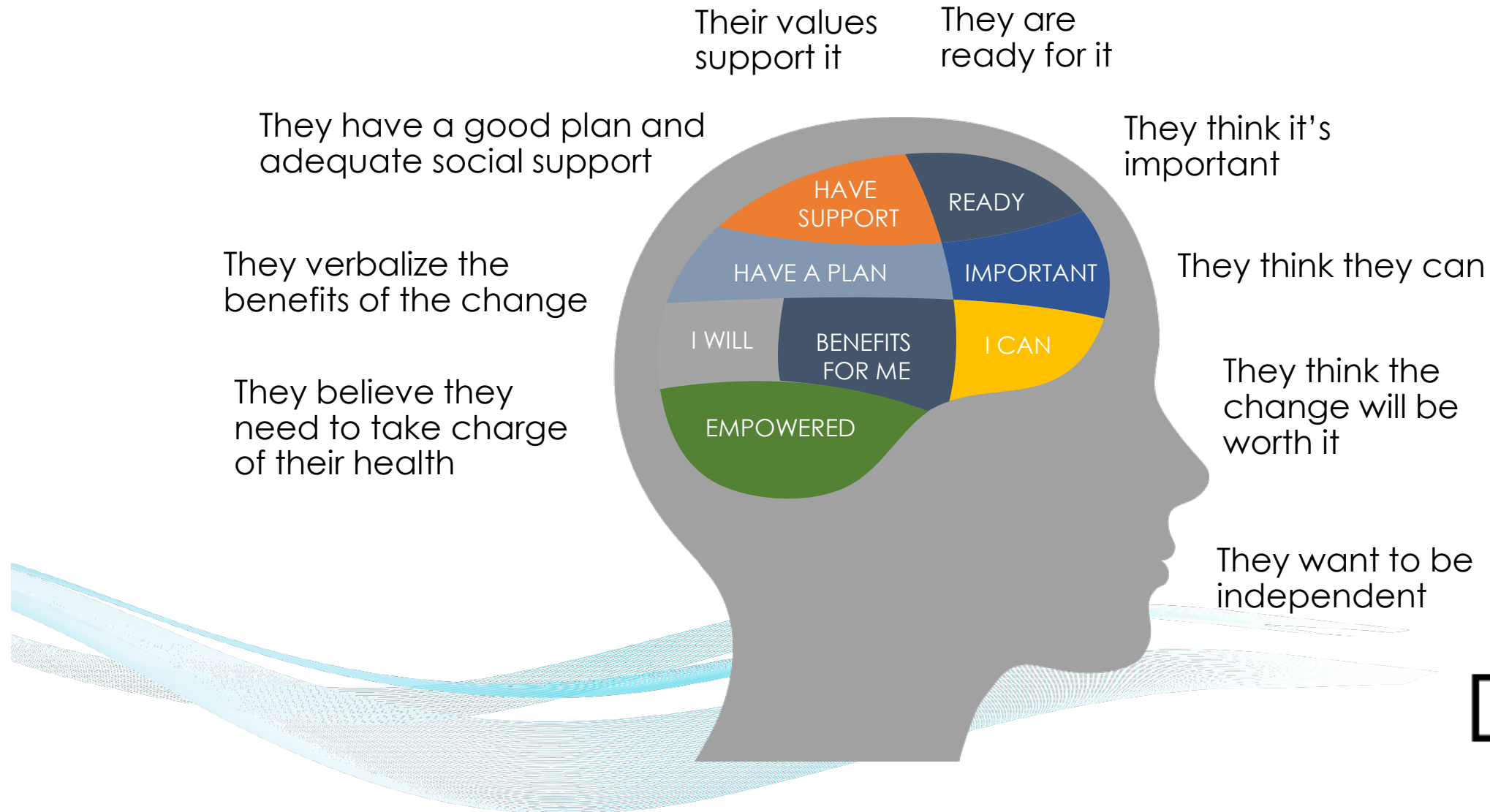
- What does motivate people?
- Why do people take charge of their health?
- What can we do to help?



What does work?



People Change Because...



Patient Activation

Judy Hibbard, PhD

“Give a man a fish and
you feed him for a day.
Teach a man to fish and
you feed him for a
lifetime.”

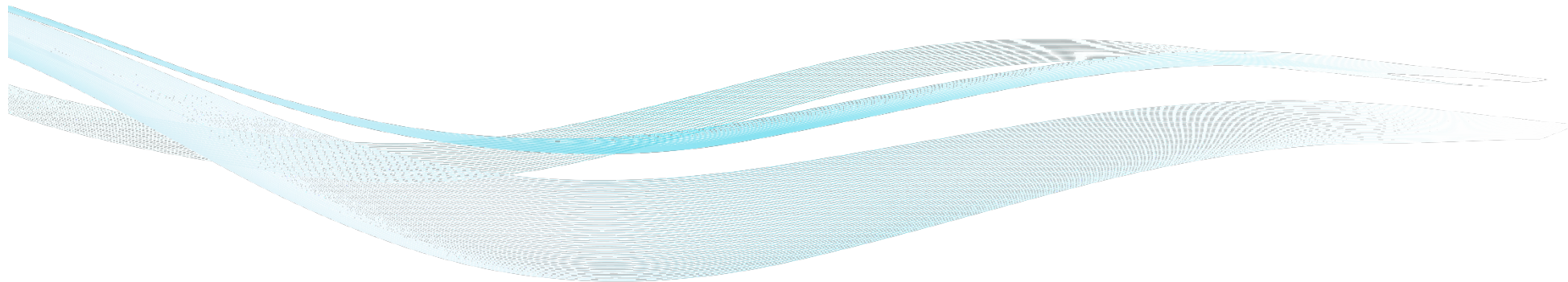
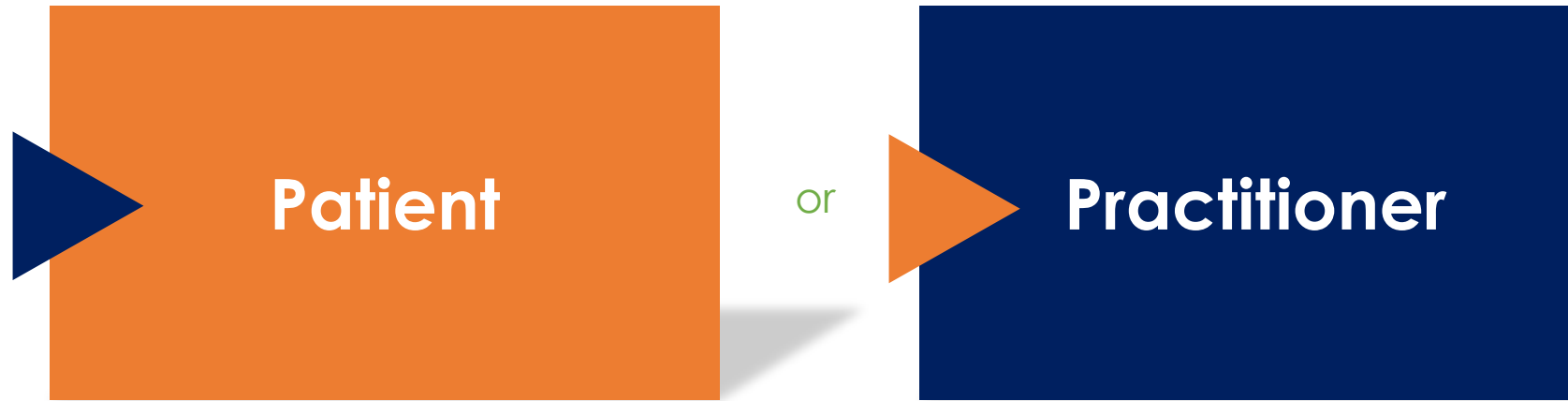
- Chinese Proverb



PRACTICE:

A Different Approach

- Same partner as before, same topic...



A Different Approach

Patient

or

Practitioner
Your role is to be
collaborative and to evoke

- Ask these questions. Listen with the goal of understanding. Give no advice.
 - What is the reason that you picked this topic? (Listen) What else?
 - How important is it for you to start doing this behavior?
 - If you did make start, how would your life be different in six months?
 - If you did start, how would you go about getting started?
- Give a short summary/reflection of the speaker's motivation for change, then ask:
 - "So what do you think you'll do?" or "Where does this leave you?" or "What is your first step?" Listen with interest and provide affirmation.

PRACTICE:

A Different Approach

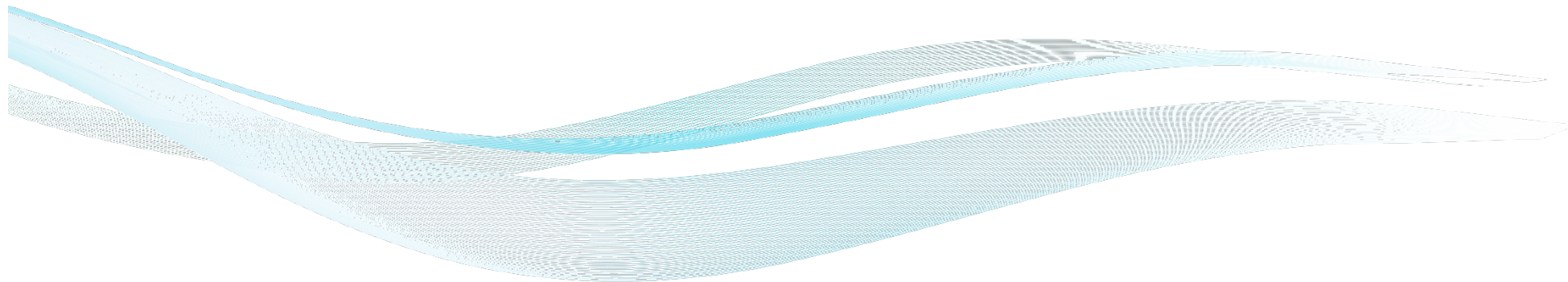
What was it like as the practitioner?

What was it like as the patient?

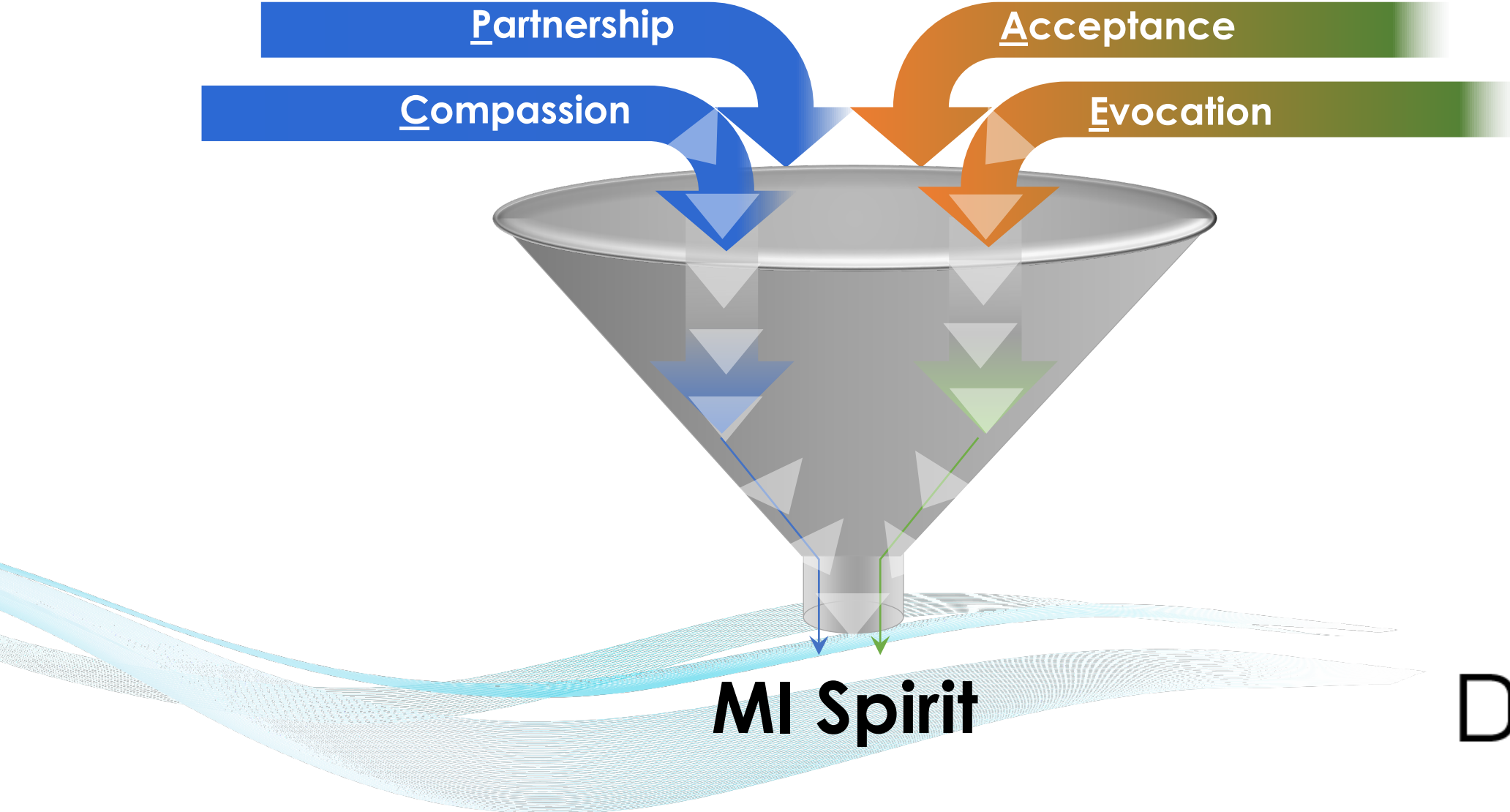
Did any movement towards change occur?



What are the basics
principles of MI?



PACE: Basic Principles of MI

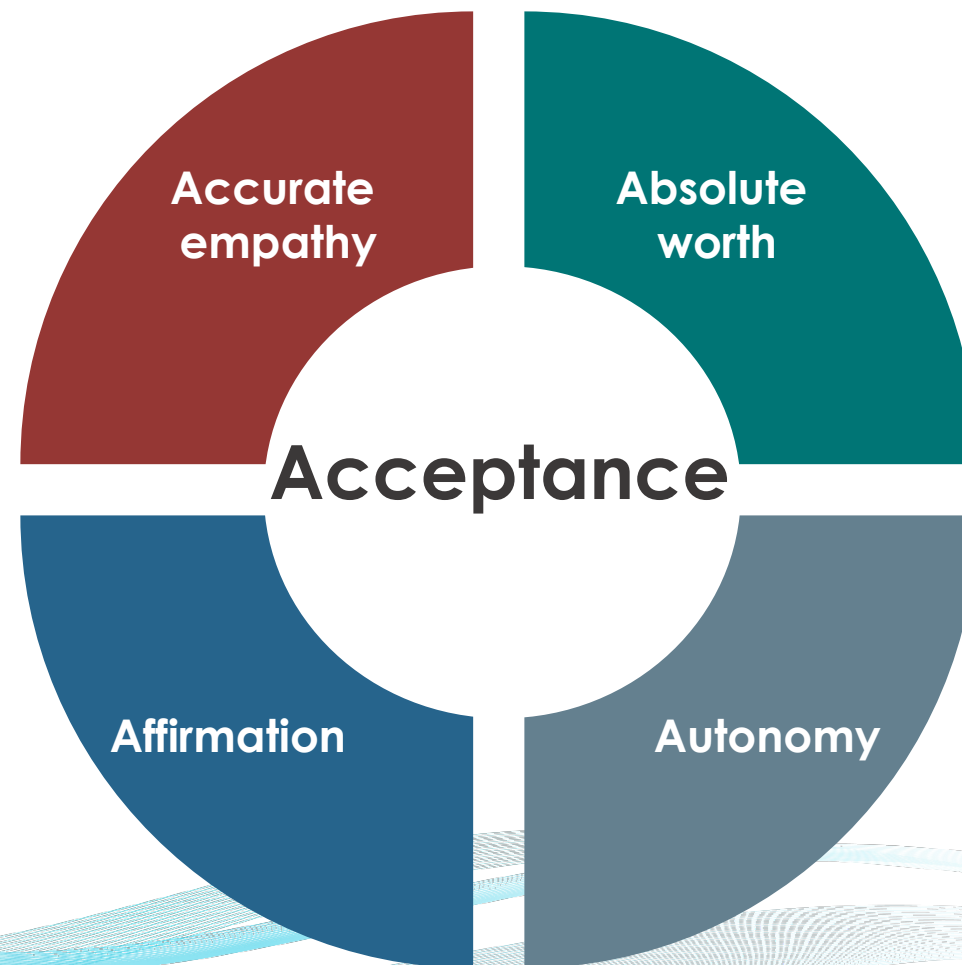


Partnership

- Goal is to collaborate with patient
 - You are expert on providing dialysis treatment; patient is expert on self
- Take off “fix-it” hat but not clinician hat
- Your role is to act as navigator
 - Patient is “captain” and sets the course; you support them in getting there



Acceptance



Compassion

- “To be compassionate is to actively promote the other’s welfare, to give priority to the other’s needs.” *(Miller & Rollnick, 2012)*
- We can’t teach it but we can help clinicians tap into it
- There is no “us” and “them”—it’s all “we”



Evocation

Barriers & Challenges

Priorities & Desires

Hope & Confidence

Motivation for Change

Support & Resources

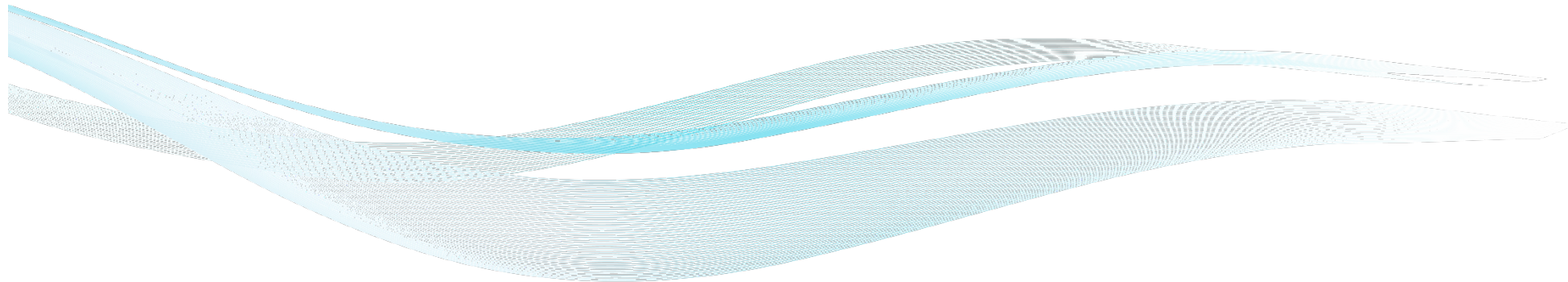
Solutions & Goals



OARS: Basic MI Skills



How does it work?



Practical Application

- What do I do when I have a challenging or 'non-compliant' patient?



Changing Your Lens: Instead of “Non-Compliant”

- Ambivalent: When we feel two ways about something
- Non-Activated: When we lack confidence, empowerment or motivation to act



The Righting Reflex

Patient:
presents as not
ready to change,
stuck, or with reasons
why he or she can't
change



Clinician:
has well-intentioned
desire to help or
fix people



**Clinician jumps on or attacks
negative side of ambivalence**



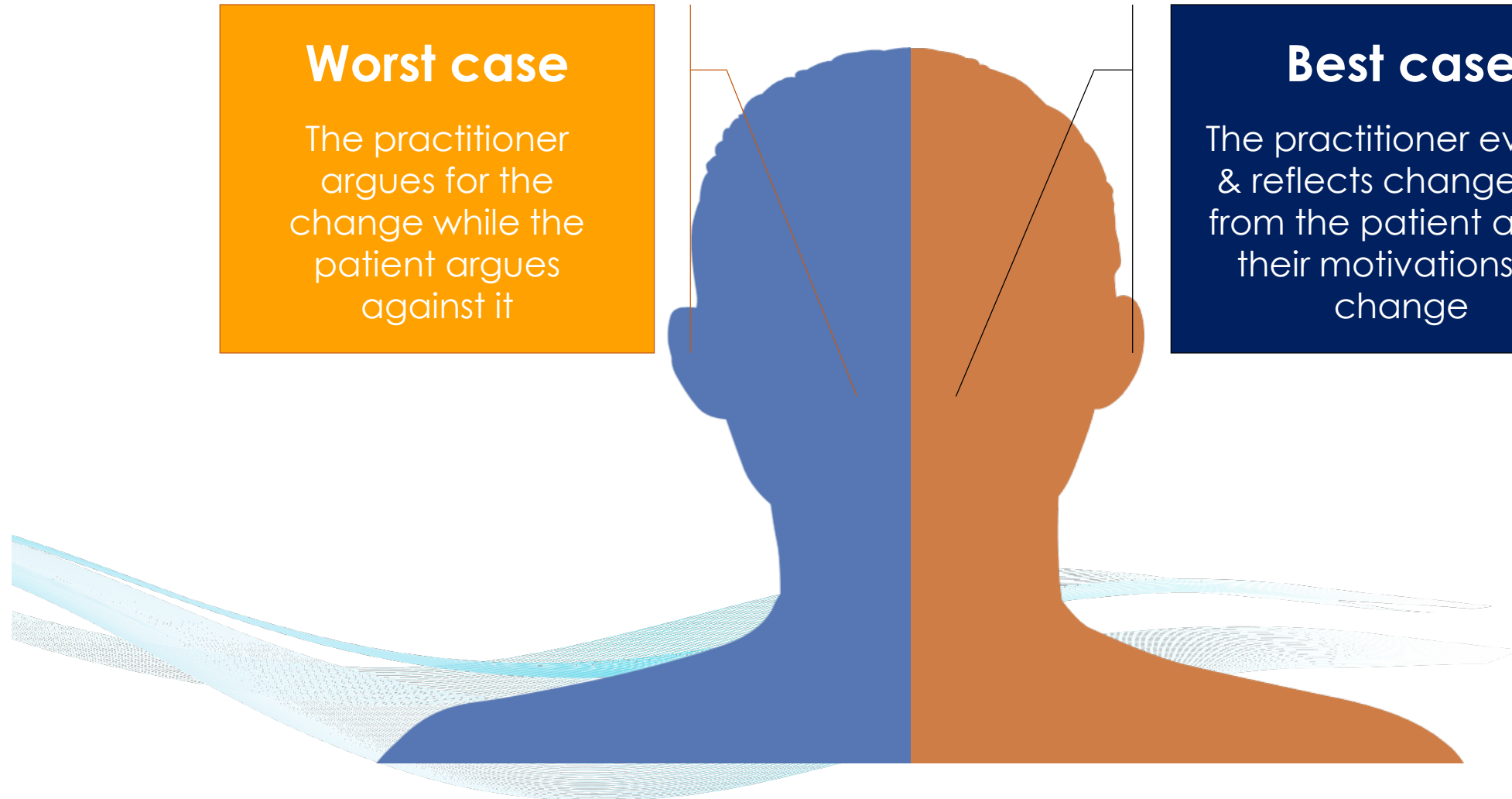
In Summary: Worst Case & Best Case Scenario

Worst case

The practitioner argues for the change while the patient argues against it

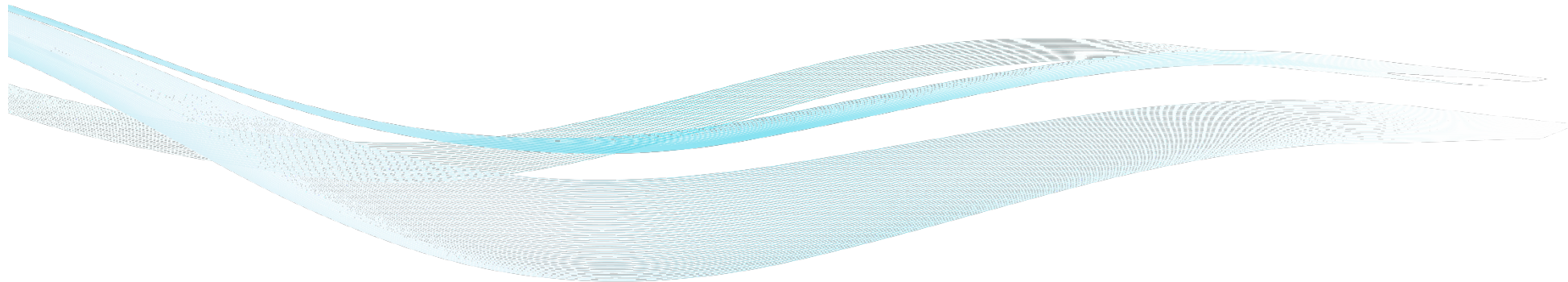
Best case

The practitioner evokes & reflects change talk from the patient about their motivations for change



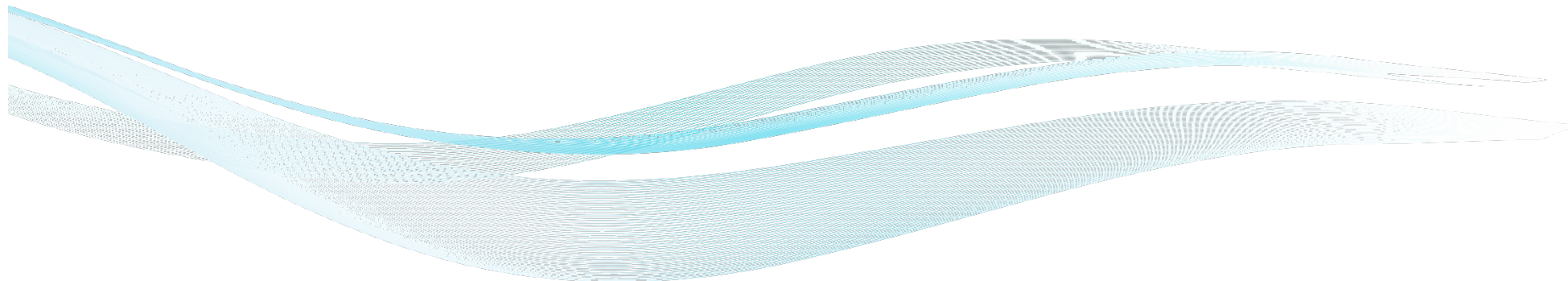
Let's practice!

Scenarios



Directions:

- Read through the scenario located on your table
- As a group answer the questions listed
- Discuss how you would approach the situation in your clinic
- One person be the moderator and hold the “suggestions” until the end of the discussion



Thank you!

If you would like to learn more about
Motivational Interviewing, please visit:

www.motivationalinterviewing.org

