Collaborating for Health: Motivational Interviewing in Primary Care

July 29, 2014
We Want to Hear from You!

Type questions into the Questions Pane at any time during this presentation.
Oregon’s PCPCH Model is defined by six core attributes, each with specific standards and measures

- **Access to Care**  “Health care team, be there when we need you”
- **Accountability**  “Take responsibility for making sure we receive the best possible health care”
- **Comprehensive Whole Person Care**  “Take responsibility for making sure we receive the best possible health care”
- **Continuity**  “Be our partner over time in caring for us”
- **Coordination and Integration**  “Help us navigate the health care system to get the care we need in a safe and timely way”
- **Person and Family Centered Care**  “Recognize that we are the most important part of the care team - and that we are ultimately responsible for our overall health and wellness”

Learn more: [http://primarycarehome.oregon.gov](http://primarycarehome.oregon.gov)
Collaborating for Health: Motivational Interviewing in Primary Care

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OPCA
Oregon Primary Care Association
Webinar Objectives

• Introduction to the core concepts of motivational interviewing

• Hear a family practice physician’s story about bringing this patient-centered communication style into her interactions with patients about health behavior change.
The Focus of Motivational Interviewing

Not just health care communication, but communication that helps people change behavior in order to improve their health and well-being over the long term.
The Classics: Communication about Health Behavior Change

Stop overeating, stop drinking, stop staying out late, stop fighting, stop worrying, stop eating sweets, stop gambling...

What did the doctor say?
I don’t know...
I stopped listening.

Hagar © King Features Syndicate. April 6, 1999.
### Why people change...

<table>
<thead>
<tr>
<th>Their values support it</th>
<th>They think the change will be worth it</th>
<th>They think it’s important</th>
</tr>
</thead>
<tbody>
<tr>
<td>They think they can</td>
<td>They are ready for it</td>
<td>They believe they need to take charge of their life</td>
</tr>
<tr>
<td>They have a good plan</td>
<td>The pros outweigh the cons</td>
<td>They have adequate social support</td>
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</table>
Why do people *not* change?

And what is our role as health care professionals?
Feeling Two Ways about Something

Think of a habit that you want to change, but haven’t changed yet. Why not?
What can happen with ambivalence?

1. A person feels two ways about something...
2. Helping professionals (well intentioned) want to help the client, so they push for change.
3. What does this usually evoke from the client?

Ambivalence is a normal part of the change process and shows potential for change.
Does this Look Familiar?
What Change Actually Looks Like

Human Trajectory of Change

Dreamland

Real World
<table>
<thead>
<tr>
<th>Traditional</th>
<th>Motivational Interviewing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authoritarian</td>
<td>Partnership</td>
</tr>
<tr>
<td>Confrontational</td>
<td>Acceptance</td>
</tr>
<tr>
<td>Educational</td>
<td>Compassion</td>
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<td></td>
<td>Evocation</td>
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**Spirit of MI**

- Directing
- Guiding
- Following
Whose Life is it Anyway?

The choice is always yours to make....
Paradox of Change

When a person feels accepted for who they are and what they do, it allows them the freedom to consider change rather than needing to defend against it.
Motivational interviewing is a collaborative conversation to strengthen a person’s own motivation for and commitment to change.
Motivational interviewing is an evidence-based, person-centered counseling method for addressing the common problem of ambivalence about change by paying particular attention to the language of change.

It is effective in reducing harmful behavior and promoting healthful behaviors.
Collaborating for Health

A patient-centered approach to behavior change is about creating partnership between experts.

Making the client the expert:

- Builds trust
- Improves confidence
- Supports autonomy
- Prevents staff burnout
- Ultimately, the client is truly the expert on their own experience and is the only one who can make appropriate and sustainable decisions about their lives.
Where the Rubber Meets the Road...

Spirit

Skills

Process
The Details

**Spirit**
- Partnership
- Acceptance
- Compassion
- Evocation

**Process**
- Engaging
- Focusing
- Evoking
- Planning

**Skills**
- Open Questions
- Affirmations
- Reflections
- Summaries
- Providing Info/Advice with Permission
How Does this Help People Change?

Hope is the thing with feathers that perches in the soul, and sings the tune without words, and never stops at all.

-Emily Dickinson
The Big Idea Behind MI...

We become more committed to what we hear ourselves say.

Our goal is for the patient to....

- Take the pro-change side of the discussion
- Draw their own conclusions about any mismatch between current behavior, their core values and their future goals
- State their desire to change, ability to change, reasons to change, need to change
- Address and solve their own barriers
- Identify their own plan of action and resources
Change Talk

Statements that reflect motivation for and commitment to change

Change talk is motivational gold. Mine for it!
**Change Talk**

<table>
<thead>
<tr>
<th>D</th>
<th>Desire: “I really <strong>want</strong> to cut down on my smoking”</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Ability: “I <strong>might be able</strong> to walk for 30 minutes during my lunch break”</td>
</tr>
<tr>
<td>R</td>
<td>Reason: “If I can figure out how to work less I <strong>will see my family more often</strong>”</td>
</tr>
<tr>
<td>N</td>
<td>Need: “I <strong>have</strong> got to start taking my medication more regularly”</td>
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</table>
Interview with Dr. Jennifer Micek
“Our patients have a lot of other things going on in their lives besides just trying to show up for their medical appointment...”
Why did you decide to start learning motivational interviewing?

“I got someone else’s spot... I don’t know that I really decided, but I am so glad I did because it has been a really life and practice changing experience to have learned motivational interviewing.”
How has MI changed your experience in providing care?

“Change will happen. We all will go through change and we are not here to tell someone else how their path should go.... They are going to change along a path that they will choose. Its trying to understand their viewpoint rather than what you think their viewpoint ought to be...”
How did you go about really learning MI? What was most helpful to you as a learner?

“Having two days, as opposed to something shorter, was an opportunity to get into the spirit, the background and the basis of why this is different and to practice and try out each of the different skills...

Take as much of a course as you can manage to get and then try to connect and find ways to practice little bits at a time.”
Do you have specific recommendations for other clinics that are thinking about using MI?

“It really does take ongoing practice for people to be successful. You don’t want to waste that time you have committed to it, so it needs to be committed to in an ongoing basis...

On an individual level, it would be important to take a concept and say, “this month, I’m going to try out this skill, this concept, this one piece on one patient a day.” That is how behavior change works.”
What has been most challenging to you in learning MI?

“When its time to share information, asking permission, taking the moment to say “would you like to hear more about this?”...

Quickly figuring out where people are at as far as behavior change – are they ready to make a plan or they don’t even think what you are talking about is important to them...

Not falling back into those old habits of telling someone what to do!
Can you tell the story of a specific patient?

“In the old days, I would have tried to get him to say he would change his diet...
He rated his importance for working on his diabetes pretty low...
I was able to see that he’s not going to get past this right today and I am not going to then try to take the time to beat him up about it...
I was able to use this approach...to stop before it became a confrontive conversation rather than a collaborative one.”
“My work is so much less frustrating than it was... I felt like I had to come up with the solutions and the ideas... You can support people in making their decisions, but you can’t tell them what to do... This has been so, so helpful to me to reduce that frustration.

There is still something that can happen that is still positive, even if they don’t change completely or change at all...”
“The more I can be in that place and see where a person is at with their change, the better the interaction, the better it goes and the more likely they are then to come back and to want to share with me what they’ve done different...”
Is there anything else about how MI has changed your thinking about patient care?

“Requiring something of someone doesn’t necessarily mean that it’s the right thing for this person and that may just backfire in our face. They may just not show up, they may just stop engaging at all. I doubt that is going to help them move forward in their path...

It’s looking at our system and how we provide care on a systems level.”
“I would encourage anything that you can do...but for it to really make a difference in an organization, the organization has to be committed to supporting ongoing use. But I think that commitment on an organization level will really pay off, because you can have providers who leave at the end of the day less frustrated...”
“This is the main thing that has helped me to say “hey, I can do this work and I can do it forever because it’s not my walk, but I am privileged to be a part of this person’s walk and here is how I can be a part of their walk in a positive way. It has just changed that whole viewpoint and...helped the whole organization move towards being patient-centered and sustain the work that they are doing...”
“Coming together is a beginning; keeping together is progress; working together is success.”

-Henry Ford
Thank you for your time today!

Please complete post-webinar survey