

FOUNDATIONS OF MOTIVATIONAL INTERVIEWING (MI): BUILDING BLOCKS FOR CHANGE

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CE Statement

The Georgia Board of Nursing deems Southwest Georgia Area Health Education Center (SOWEGA-AHEC) as an approved provider for nursing continuing education (CE). This activity is approved for 1.0 contact hour towards the continuing education competency requirement for Georgia nursing licensure renewal. No partial credit offered.

Activity #2022-02

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Disclosures

- Planners & Speaker Disclosed No Conflicts of Interest
- No Commercial Support Provided for Activity

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Objectives

- Identify the foundations of MI including Principles, Spirit and Process
- Explain the core skills of MI including open-ended questions, affirmations, reflections, and summarizing

**Please grab some scratch paper (or use the back of PPT slides!)*

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MI, Defined

"...a collaborative conversation style for strengthening a person's own motivation and commitment to change."

-Miller and Rollnick, 2013

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Technical Definition


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-Miller and Rollnick, 2013

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History of MI

- ❑ Emerged as alternative model to direct persuasion and/or confrontation in facilitating behavior change among those with alcohol/drug dependence in early 1980's
- ❑ Consistently found to be more effective than advice-giving
- ❑ Influenced by earlier psychology theories, particularly Humanism (empathy, unconditional positive regard, genuineness)
- ❑ Now broadly applied to various health behaviors





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MI is a "Guiding" Style



Follow Guide Direct

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Benefit of Incorporating MI

Among Patients:

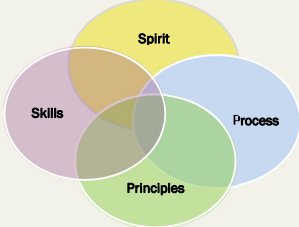
- Increases participation in and adherence to treatment
- Enhances self-efficacy
- Increases self-reliance and ownership for change

Among Providers:

- Increased confidence in communication skills
- Improved job satisfaction
- Less burnout

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The Elements of MI



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Principles of MI


- Roll with resistance
- Express empathy
- Develop discrepancy
- Support self-efficacy
- Avoid argumentation



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Spirit of MI

- A way of being with a person
- MI spirit: the "heart-set" and "mind-set"
 - Without the heart = words without music
 - Without the mind = sympathetic listening



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Partnership

- Cooperative conversation and joint decision making process
- Patient is the 'expert' on their life and family perspective
- Partnership where both counselor and patient play a vital role

Acceptance

- Absolute self worth or unconditional positive regard
- Autonomy
- Accurate empathy
- Affirmation

Compassion

- Actively promote patient welfare
- Give priority to the patient needs
- Genuine value for the well being of the patient

Evocation


- Evoke from the patient their own motivation and resources for decision making or health behavior change
- Evoke inherent ability to develop in a positive direction

Empowerment 4th Ed.

Journal of Genetic Counseling, Volume 25, Issue 3, Pages 202-211, First published: 28 December 2016, DOI: 10.1007/s10897-016-0053-0

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The Spirit of MI (sort of):
Please pass the Butter



2 minutes

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THE FIRST STEP IS
OFTEN NOT
CHANGING BEHAVIOR
BUT CHANGING
AMBIGUITY ABOUT
BEHAVIOR.



Photo

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Four Processes of MI




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Process	Objectives	Questions to Ask
Engaging	Develop rapport, express empathy, be curious	What is my patient's reality?
Focusing	Define and focus the discussion on specific change, clarify patient priorities	What target of change are we going to address?
Evoking	1. Reasons and abilities to change 2. Change talk	How important is change and how confident is my patient?
Planning	Engagement talk; how to change	Logistically what do we need to consider?

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OARS Skills

- O**pen-ended questions
- A**ffirmations
- R**eflective listening
- S**upporting self-efficacy



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Open-ended Questions

- Require more than a yes or no answer
- Require more than a short answer, such as a specific fact or number
- Often start with "What..." "How..." "Tell me..."
- May take the patient a few seconds to think about their answer
- There are no right or wrong answers
- Come from a place of curiosity, rather than judgment – with no expectation about what is the correct or best answer



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Closed-ended

- Do you have any questions about your medication?
- Are you interested in losing weight?
- Do you think you can make this change?

Open-ended

- What, if any, questions do you have about your medication?
- I'm interested to hear your thoughts on your weight.
- How confident, if at all, are you in making this change?

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Let's Do It...Opening Up Some ?

- Are you feeling sad?
- Do you think you lost weight last month?
- Is there anything else you need?
- Do you understand?

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Affirmations

Latin *affirmare*: "to make firm"

Strategically reinforce

- *Strengths*
- *Healthy coping skills*
- *Pro-social thoughts/beliefs/values/behaviors*

...in relation to *patient goals or values*

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Affirmation Examples

- Recognize strengths
"Once you make up your mind, you stick with it."
- Recognize efforts
"You worked hard to avoid relapsing."
- Appreciate values
"Being honest is important to you."
- Reinforce behaviors, successes, and/or intentions
"You've considered some different options."

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Reflections in a Nutshell

- Reflective listening involves forming a **hypothesis** or "**best guess**" at what the client means
- Reflections don't have to be perfect, just in the ball park
- Selectively reflect change talk
- Reflections have the effect of encouraging the other person to elaborate, amplify, confirm or correct
- Statement, not a question (watch inflection)
- Goal: 2 reflections for every 1 question



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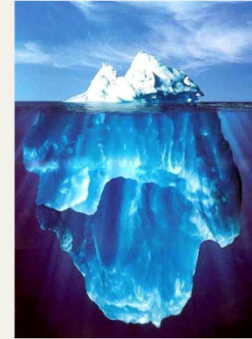
Types of Reflections

- **Simple** (stabilizing)
 - Repeating (repeats element of what client said)
 - Rephrasing (uses new words)
 - Observation
- **Complex** (forward moving)
 - Reflection of feeling
 - Amplified (e.g., "I'm mad" to "You're enraged")
 - Double-sided (on one hand...but then on the other...)
 - Finishing the paragraph (make a guess at where convo is leading)
 - Metaphor (e.g., hard row to hoe)
 - Reframing (e.g., "I hate being home" to "You want independence")

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Simple

Complex



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Reflections continued...

- Reflections have the effect of encouraging the other person to elaborate, amplify, confirm or correct.
- Ways to open a reflection
 - It sounds like...
 - It seems to you...
 - So you feel...
 - You're wondering if...
 - You're feeling...

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Develop Discrepancy

- Ambivalence (wanting to change but not wanting to)
- Discrepancy (what you are and what you want)
- Seeing discrepancy between current behavior and goals



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SUSTAIN TALK

Any self-expressed language that is an argument against change or for the status quo

CHANGE TALK

Any self-expressed language that is an argument for change (DARN)

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Reflection Practice (RP): Weight

"I gained a lot of weight last year, almost thirty pounds. I'm worried that I'm just going to keep gaining. I used to go to the gym and be more active with my kids but I just don't have the energy anymore and, frankly, I'm embarrassed. I get out of breath just walking around the neighborhood. Life has been way more stressful since this pandemic started and we have gotten into a lot of bad habits as a family: eating out more often, dessert every night, eating in front of the TV. I don't want to live like this anymore..."

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RP: Don't Sustain It!

- You gained a lot of weight last year!
- You're worried you're going to keep gaining.
- You just don't have the energy and you're embarrassed because of how out of shape you are.
- Life has been really stressful for you.
- You don't want to live like this anymore...



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RP: Finding the Positives

- Going to the gym helped you not only to stay physically strong but also to manage stress.
- Being active and present with your kids is important to you.
- You had more energy when you were more active.
- You've already identified some of the habits that might have contributed to weight gain.
- You're ready to make a change.



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Summaries

- Long reflections of more than one statement
- Provide an opportunity to selectively reflect back to patient reasons for change.
- PRO TIP: if you reflect sustain talk, do it first so that you can end with change talk (e.g., you are really busy BUT you know that taking care of your health is important)
- Demonstrate active listening

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Summarizing: Which Bouquet?



Change Talk

You never asked to go through all the hard things you have gone through, but you made it and now here you are. You know the direction you want your life to go in, you just need to figure out how to make it happen.



Sustain Talk

Life has been really hard for you. You've gone through some really tough stuff and you don't really know what to do next. You've tried some things and nothing has worked.

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MI in Healthcare (Pharmacist)



4 minutes

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Now What?

- MI is useful for engaging with patients and addressing ambivalence but it is not a panacea for all issues
- Introductory training is first step in developing proficiency
- Feedback is essential (e.g., learning sports)
- Training may seem intuitive (good!) but requires ongoing practice and maintenance of competence

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Evaluation



- Submission of registration information, attendance and completed evaluation/successful post-test required for CE certificates. Please select evaluation link from your email registration confirmation.