

Motivational Interviewing Mini-Workshop

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Definition of Motivational Interviewing

Patient-centered directive method for enhancing motivation to change by exploring and resolving ambivalence.

*Miller WR, Rollnick S. Motivational Interviewing: Preparing People for Change.
2nd ed. New York: Guilford Press; 2002.*

Four Guiding Principles of MI

Resist arguing and persuasion

Understand your patient's motivations

Listen to your patient

Empower your patient

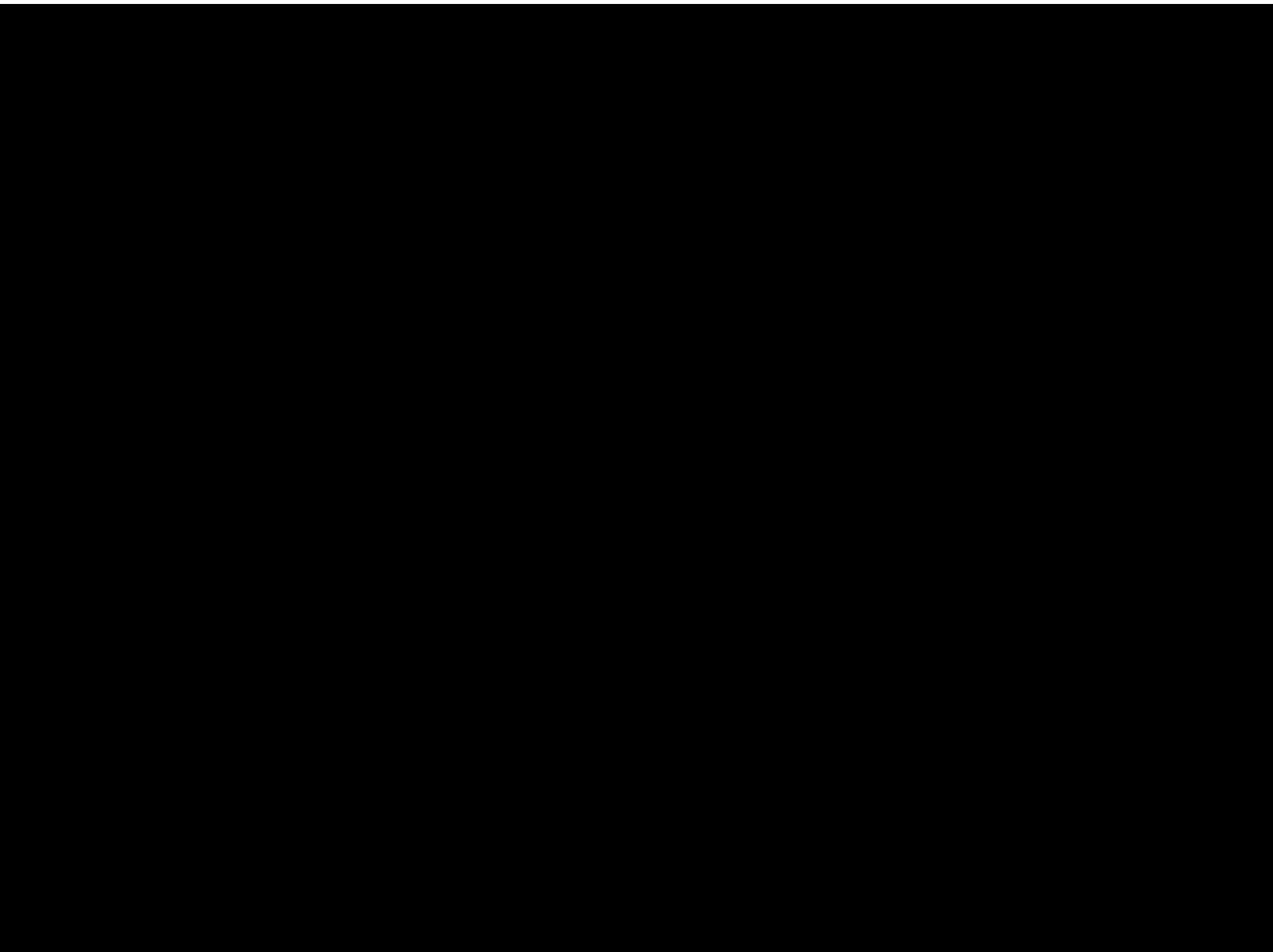
Three Communication Styles

- Following- listening, understanding
- Guiding- deciding
- Directing- advising, informing

Rollnick S, Miller WR, Butler CC. Motivational Interviewing in Health Care. Guilford Press,

Motivational Interviewing: What it's Not

- Not arguing that a person has a problem and needs to change.
- Not offering advice without patient's permission.
- Not doing most of talking.
- Not giving a “prescription”.



MI: Tools of Trade

- Establishing rapport
- Agenda setting
- Getting permission
- Asking open-ended (starting) questions
- Using reflective listening
- Affirmations



MI: Tools of Trade

- Considering the pros and cons
- Eliciting “change talk” (importance and confidence)
- Providing menus vs. single solutions
- You provide information, patient interprets it
- Summarizing and closing the deal



Open-Ended Questions (get the ball rolling)

- Can't be answered yes/no
- Use patient's own words
- Not biased or judgmental



Open vs. Closed-Ended Questions

Closed-Ended

Did you have a great vacation?

Are you depressed?

Is your job going ok?

Don't you know you will get diabetes
if you don't quit drinking sodas?

Open-Ended

Tell me about.....

Help me understand.....

What's going on.....

What connection, if any....

Open vs Closed-Ended Questions

Do you feel like your weight is a problem?

Are you upset when your child doesn't clean his plate?

Will not buying sodas increase stress in your house?

Can you start to make these changes in the next week?

Are you exercising regularly?

Do you think your son watches too much TV?

Will Sarah be angry if you say no to eating at McDonald's?

Reflective Listening (keep the ball rolling)



- Restate and rephrase
- Statement of understanding (clarifies meaning)
- Builds rapport and keeps patient talking



Universal Safe Reflections

- It sounds like you are feeling.....
- It sounds like you are not happy with....
- It sounds like you are having trouble with.....

As you improve, you can truncate the reflection...

- You're not ready to....
- You're having a problem with....
- You're feeling that....
- It's been difficult for you....

FAST FOOD RESTAURANTS

I know I should fix more meals at home and not bring home food from fast food restaurants so often, but I'm exhausted after working all day, and I just don't have the energy to spend 2 hours in the kitchen. And even if I do cook at home the kids don't want to eat what I fix and will ask for chicken nuggets or pizza.

REFLECTION.....



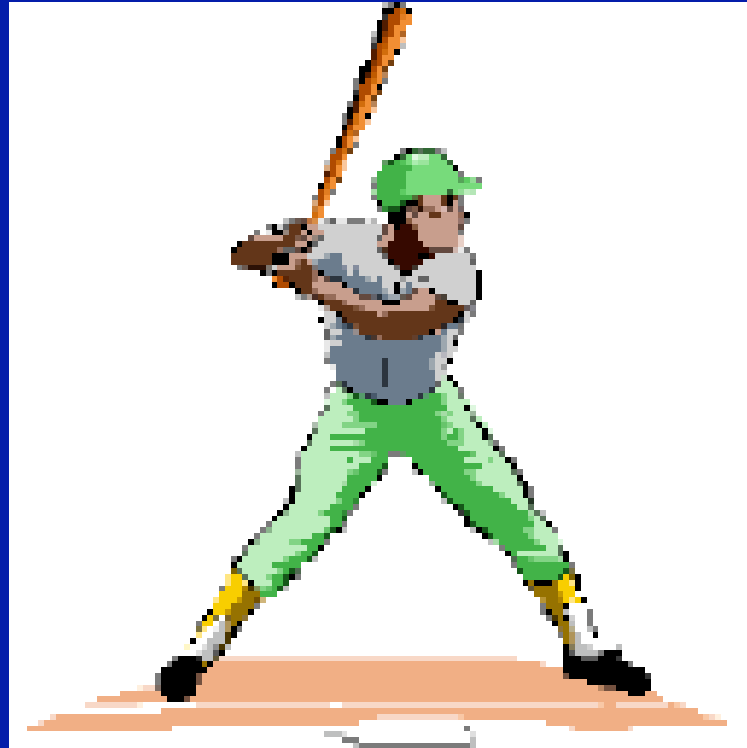
TELEVISION

I know TV is bad for him, but I need some peace and quiet in the house. I am a single mom. I don't have a lot of help. Having him watch TV let's me get my housework and schoolwork done. He is happy, content and frankly, I don't have to worry about entertaining him.

REFLECTION.....



You don't have to hit a home run. Just get
your bat on the ball.



PROS and CONS

- Could you tell me some things you like about _____
- What things are not so good about _____
- What might happen if you don't change?
- How would changing _____ affect your family?

Providing Information

- **Ask for permission**
- Provide nothing but the facts.
- Let patient interpret it.
- **Elicit-Provide-Elicit**

“Would it be okay if I shared information with you?”

Provide the information.

“What does this mean to you?”

Importance and Confidence

IMPORTANCE

On a scale of 0 to 10, with 10 being the highest, how important is it for you to change (INSERT BEHAVIOR)?

0	1	2	3	4	5	6	7	8	9	10
Not at all				Somewhat				Very		

CONFIDENCE

On a scale of 0 to 10 assuming you wanted to change (INSERT BEHAVIOR), how confident are you that you can do it?

0	1	2	3	4	5	6	7	8	9	10
Not at all				Somewhat				Very		

PROBE 1: Why did you not choose a lower number?

PROBE 2: What would it take to get you to a higher number?

Summarizing and Closing the Deal

“ If it’s ok, I would like to go over what we have discussed today.”

- Summarize pros and cons of change.
- **Closure** – “What do you think might be a first step?”

If ambivalent: “Would it be okay if I shared some strategies that have worked for other families?”

If not ready to change: “It seems that you are not ready to make change at this time”

Three Phases of Motivational Interviewing

Objectives

Techniques Used

Following:

Obtain History
Build Rapport

Open-Ended Questions
Reflective Listening
Agenda Setting; Asking Permission

Guiding:

Elicit Change Talk

Pros and Cons; Importance/Confidence
Elicit-Provide-Elicit; Summarizing

Directing:

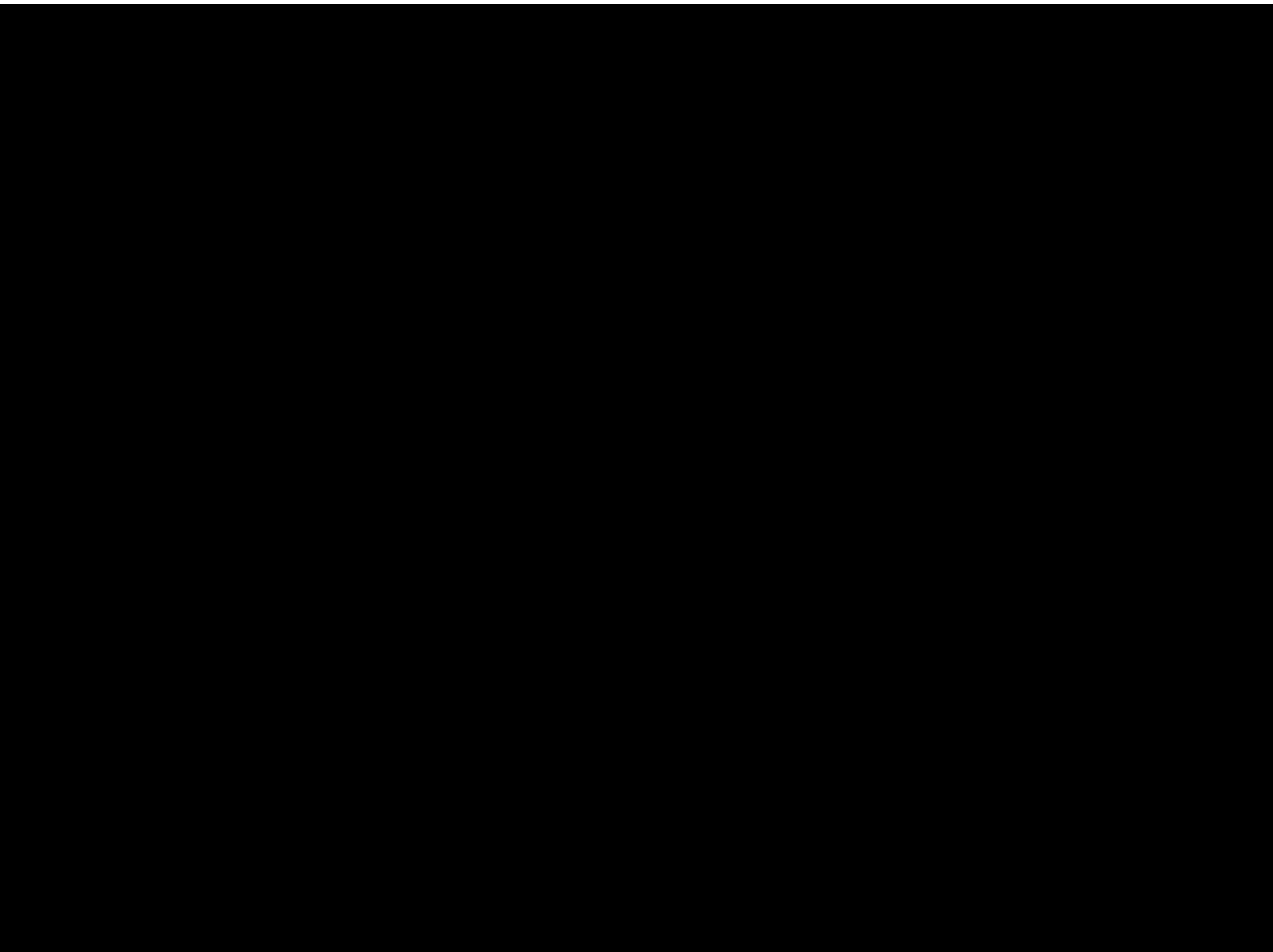
Identify Goal
Choose Action Plan

Build a Menu
Discuss Next Steps and Monitoring Plan
Action Reflections

MI Road Map

(Remember to use **open-ended questions** and **reflective listening**)

- Establish rapport and reinforce positive behavior
- Raise concern about unhealthy behavior
- Shared agenda setting
- Pros and cons of change
- Provide information (with permission)
- Assess importance and confidence in changing behavior
- Summarize – Pros and cons (emphasize pros) of change
- Closure – “*What do you think might be a first step?*”



It's up to you!

