

## Motivational Interviewing Refresher Evoking: Using OARS to strengthen motivation to change

Million Hearts Learning Collaborative  
January 18, 2023

Copyright © 2022 Health Management Associates, Inc. All rights reserved. The content of this presentation is PROPRIETARY and CONFIDENTIAL to Health Management Associates, Inc. and only for the information of the intended recipient. Do not use, publish or redistribute without written permission from Health Management Associates, Inc.



- ❖ The AAFP has reviewed Integrated Care DC Webinar Series, and deemed it acceptable for AAFP credit. Term of approval is from 02/08/2022 to 02/07/2023. Physicians should claim only the credit commensurate with the extent of their participation in the activity.
- ❖ This session is approved for 1.0 Online Only, Live AAFP Prescribed credits.
- ❖ **If you would like to receive CME credit, the online evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.
- ❖ Certificates of completion will be emailed within 10-12 business days of course completion.

|                               |                                             |                                    |                           |                              |                                           |                                    |
|-------------------------------|---------------------------------------------|------------------------------------|---------------------------|------------------------------|-------------------------------------------|------------------------------------|
| <b>Faculty</b>                | Elizabeth Wolff, MD,<br>MPA<br>CME Reviewer | Kristina Ramos-Callan<br>Presenter | Suzanne Daub<br>Presenter | Wendy Quinteros<br>Presenter | Ingrid Andersson, RN,<br>BSN<br>Presenter | Latrice Hughes, MPH<br>Facilitator |
| <b>Company</b>                | No Financial Disclosures                    | No Financial Disclosures           | No Financial Disclosures  | No Financial Disclosures     | No Financial Disclosures                  | No Financial Disclosures           |
| <b>Nature of relationship</b> | N/A                                         | N/A                                | N/A                       | N/A                          | N/A                                       | N/A                                |

HEALTH  
MANAGEMENT  
ASSOCIATES



**Suzanne Daub, LCSW**  
Principal  
*Philadelphia, PA*  
[sdaub@healthmanagement.com](mailto:sdaub@healthmanagement.com)



**Kristina Ramos-Callan**  
Senior Consultant  
*New York, NY*  
[kramoscallan@healthmanagement.com](mailto:kramoscallan@healthmanagement.com)



**Wendy Quinteros**  
Program Coordinator  
Mary's Center  
*Washington, DC*

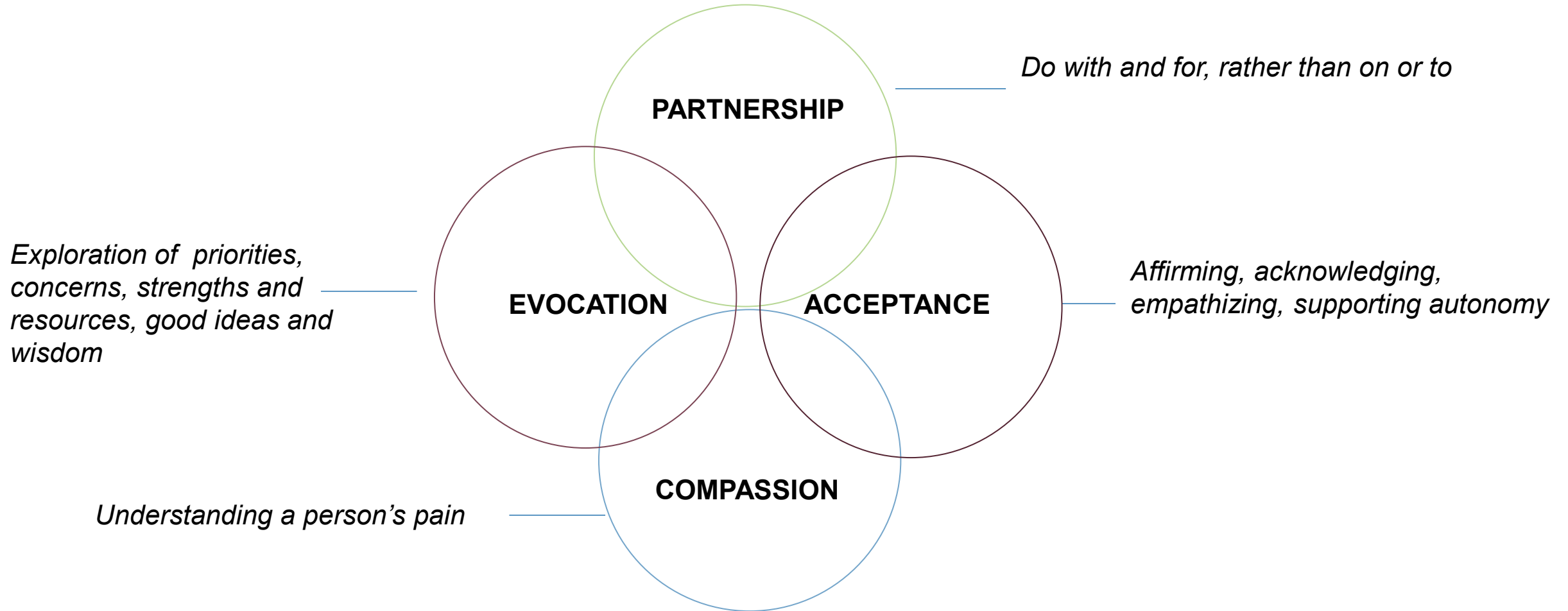


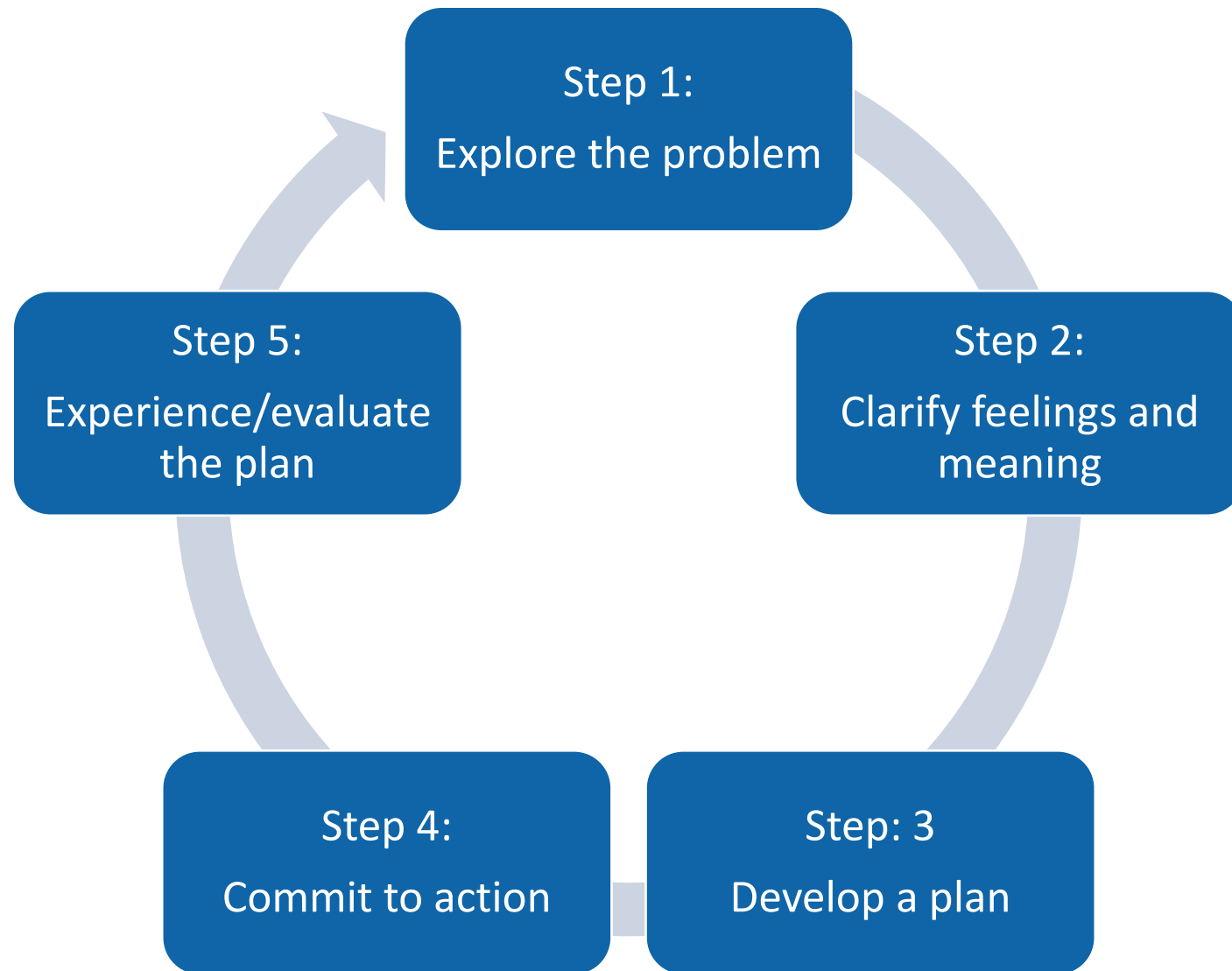
**Ingrid Andersson, RN, BSN**  
Director of Care Coordination  
Mary's Center  
*Washington, DC*

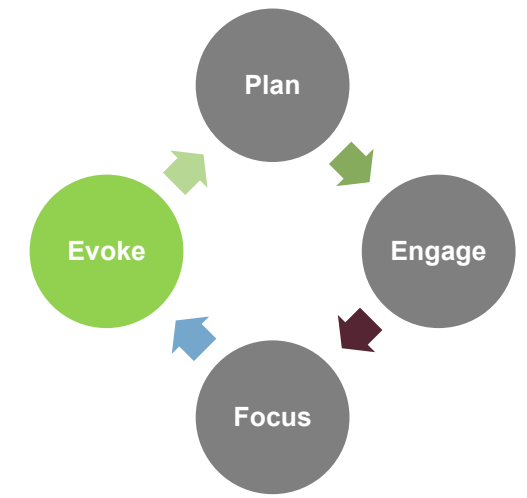


- ❑ Announcements
- ❑ Overview of Motivational Interviewing (MI) spirit and tools
- ❑ Practice developing open ended questions, affirmations, reflections, and summaries (OARS)
- ❑ Practice using OARS

- ❑ Define the key components of the Spirit of Motivational Interviewing (MI)
- ❑ Define and practice each of the MI OARS – Open Ended Questions, Affirmations, Reflections and Summaries
- ❑ Recognize when to use OARS to increase Change Talk







- **O**pen-ended questions
- **A**ffirmations
- **R**eflections
- **S**ummaries



# Change Talk:

Mentioning a desire, ability, reason, and need to change their behavior

When you hear change talk, **get curious about it**

I **want** to lose some weight (vs. I will lose some weight)

I **would like** to run a mile, **but** I'm not sure I could ever do that

I **will** get my blood drawn before our next appointment

I **need to** get better at taking my medicine

# Sustain Talk: An Argument Against Change

When you hear sustain talk, try to **avoid** eliciting a lot more information or deeply reflecting on reasons not to change

I just love drinking and how it makes me feel

I don't want to give up smoking

I hate exercising

I've had it with diets

# It's normal to hear sustain talk and change talk intertwined

- An equal mix of change talk and sustain talk likely means the status quo will be maintained
- Using the evoking process keeps the person moving forward towards change instead of thinking in circles





More change  
talk please!

| <b>Patient says....</b>                                                                                                                                                                                | <b>NO PROBLEM-SOLVING QUESTIONS (not yet)</b>                                                                                                                                                 | <b>Ask evoking questions</b>                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>“I should do something about all this weight gain since the pandemic. I don’t feel good about myself, I avoid being in public and I know carrying around this extra weight is not good for me.”</p> | <ul style="list-style-type: none"><li>• How do you think you could build more exercise into your life?</li><li>• What might you be eating that is contributing to your weight gain?</li></ul> | <ul style="list-style-type: none"><li>• What concerns you the most about this weight gain?</li><li>• How do you think the weight gain will affect you if you aren’t able to lose it in the next few years?</li></ul> |

- Positive statements about the person: **strengths** and **accomplishments**
- **Not** praise or compliments
- **Descriptive**, not evaluative



“You made it to that appointment, way to go!”



“The way you carefully planned your time and the trip to your doctor’s appointment made all the difference. Well done!”



“I’m sure you can do this”



You cut back on smoking last month, that’s a strong sign you can take on hard change”





- ❑ A reflection is a statement that holds up a mirror to your conversation
  - ❑ Allows the person to hear what they've said
  - ❑ Conveys empathy
  - ❑ Shapes the direction of the conversation
  - ❑ Helps us check our understanding
  - ❑ **By choosing to reflect change talk, we can often elicit more change talk**

- Use the summary + open-ended question formula





## ***Linking summary***

“Let me see if I understand all of what you are thinking about here. Today we talked about how your grandfather, who smoked all his life, defied the odds and lived to the ripe old age of 90. At your last visit, we talked about the fact that a smoker can have a 25 times greater risk of developing lung cancer which you believe to be true.”

## ***And now add a question...***

“How do you see *your* future if you continue to smoke?”

- ❑ Maria Ramos is 15 years old
  - ❑ She has been struggling with her food choices at school and low physical activity
  - ❑ We have been working with her on food portion, food choices and increasing her physical activities

❑ “I really try my best to eat healthy. At home, my mother helps me. She is a good cook, and she makes the kinds of food I should be eating. Once I go to school, it gets so much harder. I don’t always like the cafeteria food and the snacks are so tempting. Some of my friends are also trying to eat healthy, but they say the same thing, the food isn’t that great and we all like the snacks, which are really junk food. Sometimes we go out to eat after school, but that’s not much better. It’s hard to eat healthy and I really just want to relax and have a good time. I exercise in P.E., which is 30 minutes three times a week, I think that’s pretty good. My doctor wants me to do 30 minutes a day, but that doesn’t work for me. I’m happy that I get exercise in school”.

**Mural: Brainstorm together and create an open-ended question, affirmation and reflection to use with Maria**

“I really try my best to eat healthy. At home, my mother helps me. She is a good cook, and she makes the kinds of food I should be eating. Once I go to school, it gets so much harder. I don’t always like the cafeteria food and the snacks are so tempting. Some of my friends are also trying to eat healthy, but they say the same thing, the food isn’t that great and we all like the snacks, which are really junk food. Sometimes we go out to eat after school, but that’s not much better. It’s hard to eat healthy and I really just want to relax and have a good time. I exercise in P.E., which is 30 minutes three times a week, I think that’s pretty good. My doctor wants me to do 30 minutes a day, but that doesn’t work for me. I’m happy that I get exercise in school”.



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

- ❑ Use OARS to evoke and **strengthen change talk**
- ❑ Try to **avoid** eliciting a lot more information or deeply reflecting on reasons not to change
- ❑ Affirmations are most powerful when descriptive (vs. cheerleading)
- ❑ By choosing to reflect change talk, we can often elicit more change talk
- ❑ Use the summary + open-ended question formula to move the conversation forward

- ❑ OARS Cheat Sheet from [Rutgers University](#)
- ❑ CHANGE TALK: DARN CAT Cheat Sheet (in appendix)
- ❑ DC Health resources and past MHLC webinar materials on MI  
<https://livingwell.dc.gov/page/million-hearts-webinars>

## **Enhancing Patient Self Management: Motivational Interviewing Series, *January 2022***

6-part short webinar series (video lengths approx. 10-20 minutes each)

1. Motivational Interviewing Basics
2. Building on Open Ended Questions
3. Change Talk
4. Reflective Listening
5. Understanding Resistant Statements
6. Building Conviction

**1. To what extent did the session meet the stated objectives?**

(1 - not at all to 5 - met all objectives)

**2. How would you rate the session overall?**

(1 - poor to 5 - excellent)

**3. I am interested in a follow up session on this topic, e.g., deep dive on “Change Talk.”**

(1- Not at all interested, 2 - Slightly interested, 3 - Moderately interested, 4 - Very interested, 5 - Extremely interested)

We are here to help you !

- ✓ For 1:1 site specific coaching, contact an HMA team member.
- ✓ To access previously recorded sessions and tools, visit <https://livingwell.dc.gov/page/million-hearts-providers> or see the technical assistance inventory document sent via email.



HEALTH  
MANAGEMENT  
ASSOCIATES



## 2023

- Facilitated Discussions with Grantees to share lessons learned, barriers encountered, and promising or best practices.



## Tobacco Control Learning Collaborative Series (2023)

**Title:** *“Bridging the Gap: Addressing Tobacco Use in Hispanic/Latinx Populations”*

**Date:** January 26, 2023 @ 2 PM [Eastern]

**Presenter:** DC Health/Nuestra Voces/JHU

**Overview:** How to acknowledge and tailor services to provide culturally and linguistically competent tobacco & cancer prevention and control services to special populations who may speak different languages and/or hold different cultural values.

### CONTACT INFORMATION

Tobacco Control Programs (TCP)

Bureau of Cancer & Chronic Disease

Community Health Administration (CHA)

District of Columbia Department of Health (DC Health)

Email: [Tobaccocontrol@dc.gov](mailto:Tobaccocontrol@dc.gov)

899 North Capitol Street NE, 3<sup>rd</sup> Fl, Washington, DC 2000

## Save the Date: Tobacco Treatment Specialist Virtual Training Program on March 6th to 9th

- Health centers are invited to participate in a comprehensive *4-Day live virtual Tobacco Treatment Specialist Training held March 6th to March 9th, 2023*. Sponsored by DCPCA and led by the Memorial Sloan Kettering Cancer Center (MSK), this training is designed to train multidisciplinary clinicians who work in various healthcare and community settings including primary care, behavioral health, addictions and rehabilitation settings, public housing, oncology settings, specialty medical care such e.g., pulmonary medicine, cardiology, oncology), and worksite wellness settings. Be on the lookout for registration details! For more information, please contact Sabah Sumo at [ssumo@dcpca.org](mailto:ssumo@dcpca.org).





**DARNCAT Cheat Sheet**

|                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>DESIRE</b>                                                                                                                                                                                                   | <i>I want to... I would like to... I wish...</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Ask evocative questions<br>Ask for elaboration<br>Ask for examples<br>Look back/look forward<br>Link behavior with values to develop discrepancy                                                                | <ul style="list-style-type: none"> <li>• <i>Why do you want to make this change?</i></li> <li>• <i>Why else might you want to make this change?</i></li> <li>• <i>Tell me about some times over the last month when you really felt a strong wish to make this change.</i></li> <li>• <i>What may happen if things continue as they are? –OR- If you were 100% successful in making the change you want, what would be different?</i></li> <li>• <i>You have said that [value] is really important to you. How do you think [current behavior] impacts [value].</i></li> </ul>                                                                                                                                                                                                                                                                                                                 |
| <b>ABILITY</b>                                                                                                                                                                                                  | <i>I could... I can... I would like to be able to...</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Ask evocative questions<br>Ask for elaboration<br>Ask for examples<br>Affirm small steps<br>Readiness ruler                                                                                                     | <ul style="list-style-type: none"> <li>• <i>How might you go about this change in order to succeed?</i></li> <li>• <i>What other supports might help you be successful? How might others support you?</i></li> <li>• <i>Give me an example of a time you made a change in your life. What strengths might you draw on to make a change? - OR - Tell me about a time in the past when you were able to make a change in your life.</i></li> <li>• <i>Tell me about how this change could be broken down into some smaller steps.</i></li> </ul>                                                                                                                                                                                                                                                                                                                                                 |
| <b>REASON</b>                                                                                                                                                                                                   | <i>Specifies a particular rationale, basis, incentive, justification or motivation for the change</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Ask evocative questions<br>Ask for elaboration<br>Ask for examples<br>Look back/look forward<br>Link behavioral with values to develop discrepancy<br>Decisional balancing<br>Query extremes<br>Readiness ruler | <ul style="list-style-type: none"> <li>• <i>What are the reasons for making this change?</i></li> <li>• <i>Why else might you consider this change?</i></li> <li>• <i>Give me an example of how this life could improve your life.</i></li> <li>• <i>Tell me about a time before [the target behavior] emerged. How were things better/different?</i></li> <li>• <i>What may happen if things continue as they are? –OR- If you were 100% successful in making the change you want, what would be different?</i></li> <li>• <i>You have said that [value] is really important to you. How do you think [current behavior] impacts [value].</i></li> <li>• <i>What are the pros and cons of making this change?</i></li> <li>• <i>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 make this change?</i></li> </ul> |
| <b>NEED</b>                                                                                                                                                                                                     | <i>I ought to... I have to... I should...</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Ask evocative questions<br>Ask for elaboration<br>Look back/look forward<br>Query extremes<br>Link behavior with values to develop discrepancy                                                                  | <ul style="list-style-type: none"> <li>• <i>How important is it for you to make this change?</i></li> <li>• <i>How important is it for you to make this change?</i></li> <li>• <i>Tell me about a time before [the target behavior] emerged. How were things better/different?</i></li> <li>• <i>What may happen if things continue as they are? OR If you were 100% successful in making the change you want, what would be different?</i></li> <li>• <i>What are the worst things that might happen if you don't make this change? OR What are the best things that might happen if you do make this change?</i></li> <li>• <i>You have said that [value] is really important to you. How do you think [current behavior] impacts [value].</i></li> </ul>                                                                                                                                    |

|                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>COMMITMENT</b>                                                                                                          | <i>I am going to... I promise... I intend to... Indicates agreement, intention or obligation to future target behavior change</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Ask evocative questions<br>Ask for elaboration<br>Ask for examples<br>Envision the future                                  | <ul style="list-style-type: none"> <li>• <i>So, what do you think you'll do?</i></li> <li>• <i>What things have gotten in the way in the past of your attempts to make a change?</i></li> <li>• <i>What are some other ideas you have to ensure you are successful in making this change?</i></li> <li>• <i>Tell me about some times in the past where you committed to make changes and were successful. What were the keys to your success in these instances?</i></li> <li>• <i>How do you imagine your future if you are able to make this change?</i></li> </ul>                                                                                                                                                                                |
| <b>ACTION</b>                                                                                                              | <i>I am ready to... I will start tomorrow... Current movement toward change</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Ask evocative questions<br>Ask for elaboration<br>Envision the future<br>Lower barriers to action<br>Enlist social support | <ul style="list-style-type: none"> <li>• <i>What is your best next step?</i></li> <li>• <i>What will it be like to take that step?</i></li> <li>• <i>Tell me about how you imagine your future if you make this change. What will be different?</i></li> <li>• <i>As you think about taking action, what do you imagine could happen that could get in your way of making this change?</i></li> <li>• <i>Tell me about who in your life can support you in this change and what they can specifically do to help you.</i></li> </ul>                                                                                                                                                                                                                 |
| <b>TAKING STEPS TOWARD CHANGE</b>                                                                                          | <i>I actually went out and... This week I started... An action that the person has taken that is clearly linked to moving toward the target change.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Ask evocative questions<br>Ask for elaboration<br>Envision the future<br>Lower barriers to action<br>Enlist social support | <ul style="list-style-type: none"> <li>• <i>What was it like to take that step?</i></li> <li>• <i>How do you feel having taken that first step?</i></li> <li>• <i>How might your next step look?</i></li> <li>• <i>What helped you the most in making the commitment and taking that step?</i></li> <li>• <i>Tell me about how you imagine your future if you are able to continue to make steps.</i></li> <li>• <i>Tell me how you handled any barriers that you encountered in taking that next step. How do you imagine handling barriers as you take the next step.</i></li> <li>• <i>Tell me about who in your life supported you in this step and what did they do? How might they help if you decide to take additional steps?</i></li> </ul> |

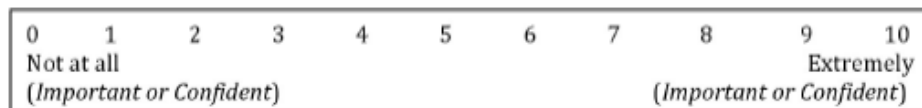


Figure 3: An Example of an Importance or Confidence Ruler

On a scale of 1 to 10 how confident you are you can make this change?  
 Why are you a \_\_\_\_ [insert # reported] and not a zero?  
 What would it take for you to get from \_\_\_\_ [insert # reported] to \_\_\_\_ [the next higher number]?

On a scale of 1 to 10 how important is to make this change?  
 Why are you a \_\_\_\_ [insert # reported] and not a zero?  
 What would it take for you to get from \_\_\_\_ [insert # reported] to \_\_\_\_ [the next higher number]?