

## Enhancing Patient Self Management Series:

# Motivational Interviewing Key Components

**Million Hearts Grantee Technical Assistance  
Recorded Webinar**

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Enhancing Patient  
Engagement

Recorded Webinar  
(October 2021)

Self Management  
Support

Recorded Webinar  
(Fall 2021)

Shared Decision  
Making

Recorded Webinar  
(Fall 2021)

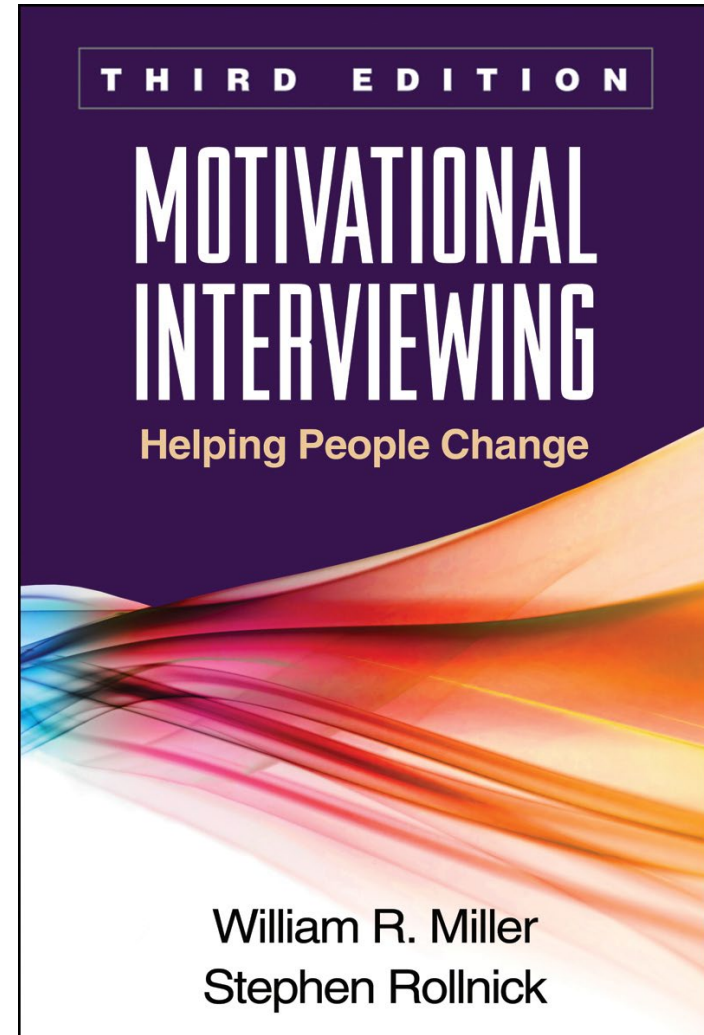
### Motivational Interviewing

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

Recorded Webinars  
(Winter 2022)

## Motivational Interviewing is a Patient Activation Tool

- Pathway to Behavior Change
- More effective than giving advice
- Patient-Centered Approach
- Useful in:
  - Stages of Change Model
  - Decision Balance
  - Self-Management Support



## What do we know about change?

- Change is a PROCESS
- You CAN'T MAKE anyone change behavior
- “Pushing” may increase RESISTANCE
- Guide instead of lead
- The patient should present the reasons for change

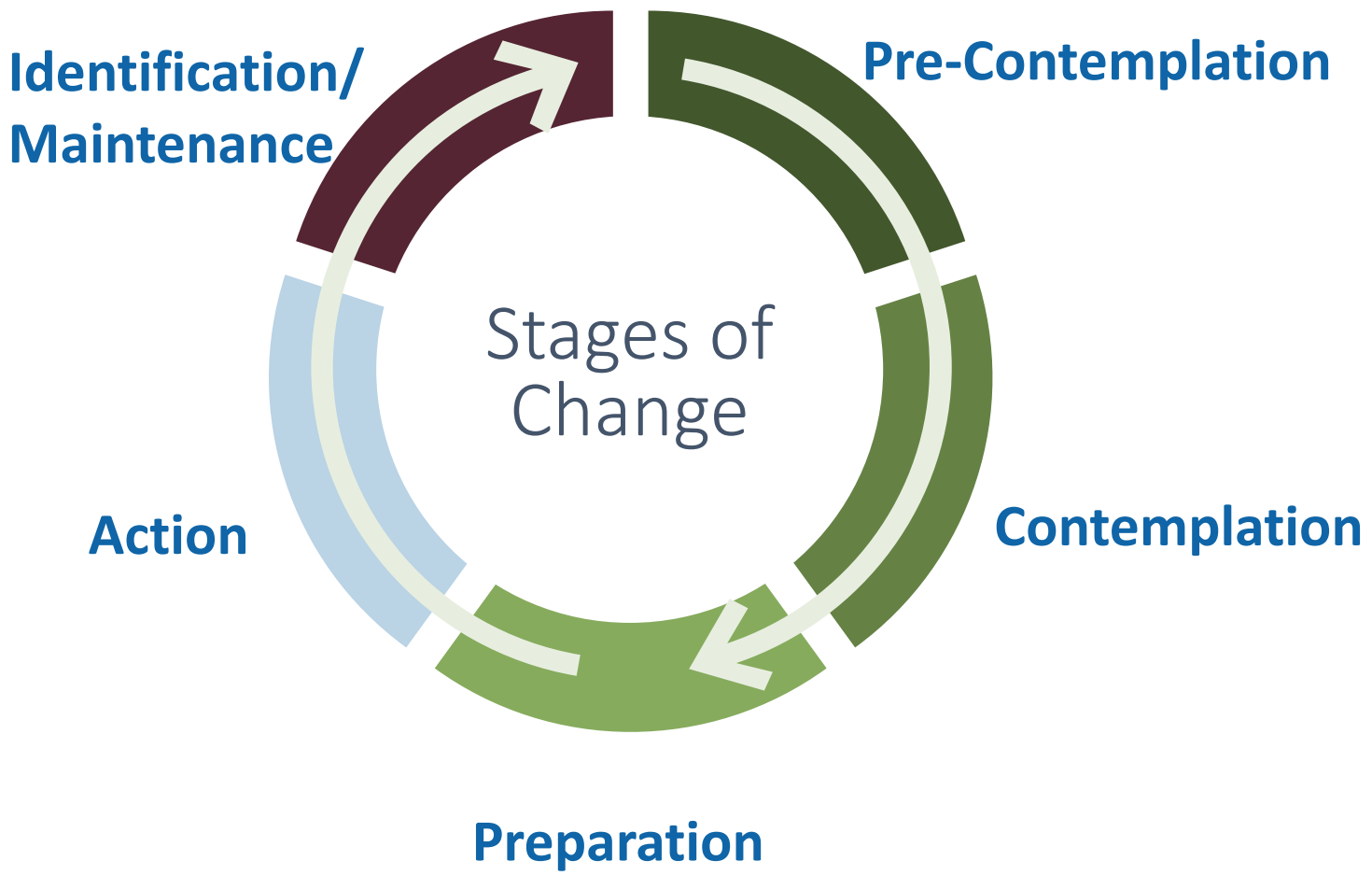




- The “old” way has value
- The current situation is relatively comfortable
- Change can be anxiety provoking
- There are oftentimes a perceived inability to change

- Motivation to change is elicited from the patient, not imposed
- It is the patient's task to articulate or resolve his/her ambivalence
- Based on Stages of Change
- Assumes motivation is fluid and can be influenced
- Motivation is influenced in the context of a relationship
- Principle tasks - to work with ambivalence and resistance
- Goal - to influence change *in the direction of* health
- Ask Permission to discuss topics – respect autonomy







## Pre-contemplation

- Get a reaction through thoughts or feelings
- Increase perception of risk
- Help develop a discrepancy in behavior

## Contemplation

- Explore why the client sees need to change but is ambivalent
- Help him/her to see the barriers

## Build motivation for change

- Give information on risks
- Story telling – of a similar individual facing similar choices
- Discuss impact on others



## Strengthen commitment to change

- Explore ambivalence – pros/cons, assessing importance, self-image
- Emphasize ability to change
- Develop discrepancies between current behavior & their goals



## Ready for Action

- Client is ready to make a change
- Help client get a plan of action

## Action/Maintenance

- Do it then Live it
- Change may/may not have become part of their life

## If Relapse

- Problem solve and try again

## Follow Through & Support Self-efficacy

- Build confidence & support self-efficacy
- Practice skills
- Negotiate the first step
- Provide support
- Have a back-up plan
- Identify rewards for even small changes
- Identify supports – social, family, etc.



- Engaging
  - Shall we walk together?
- Focusing
  - Where shall we walk?
- Evoking
  - Why shall we walk there?
- Planning
  - How shall we get there?
- Linear and Iterative Processes





**Eye  
Contact**



**Mirroring**

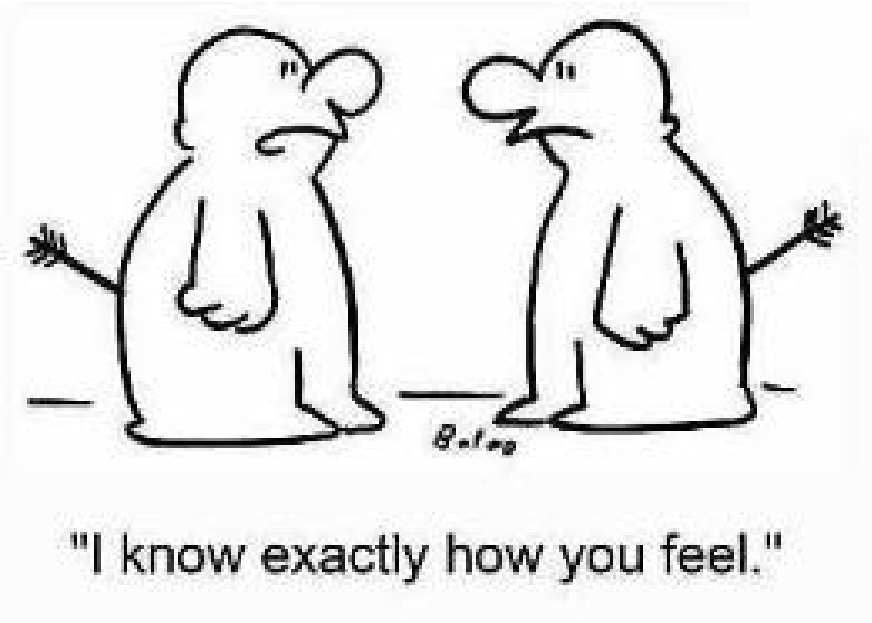


**Handshake**



**Smiling**

- Affirming the good
- Acknowledgement
- Normalizing
- Non-judgement
- Non-Defensive Listening
- Full Present Attention
- Curious
- Respectful
- Respond to Feeling and Meaning



## ■ Generate a Gap

Develop a discrepancy between current behaviors *and* stated values  
Let patient present arguments for change

## ■ Roll with Resistance

Reinforce person's role as a problem-solver

## ■ Avoid Argumentation

Keep on your patient's side

## ■ Can Do

Increase individual's perception of self as a capable person

## ■ Express Empathy

Create a "free and friendly space" to explore difficult issues

**R**  
**U**  
**L**  
**E**

**R**  
Resist the  
righting  
reflex

**U**  
Understand  
& explore the  
person's own  
motivations

**L**  
Listen with  
empathy

**E**  
Empower the  
person,  
encouraging  
hope &  
optimism

- Collect, link, transition
- Validating
- Helps if conversation is stuck or unproductive
- What will I put in the bouquet?  
(listen for change talk)





## Where do I start?

Start small, choose one skill or process to change, try it with just a few patients, and then assess your experience.

- Use it with 5 patients
- Ask what they would most like to work on to improve their health
- Set goals and make action plans
- Follow-up on the next visit and see how it worked
  - Ask patients how they feel about the changes and get feedback to improve your process
- Engage others in your practice to take a role. Together, you can problem-solve the issues that arise and build on your successes



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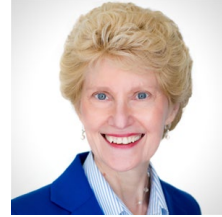
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