

Enhancing Patient Self Management Series:

Motivational Interviewing Building on Open-Ended Questions

Million Hearts Grantee Technical Assistance
Recorded Webinar

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Enhancing Patient
Engagement

Recorded Webinar
(October 2021)

Self Management
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Shared Decision
Making

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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)

A photograph of a rowing team in a blue boat on a body of water. The team consists of four people, all wearing red tank tops, rowing in unison. The water is blue and reflects the boat and the rowers. The background shows a clear sky and some distant land.

O pen-ended Questions
A ffirmations
R eflective listening
S ummary

Examples of open-ended questions:

- What concerns you the most about eating more healthy food?
- How do you feel about the new diet plan we made?
 - Can you tell me the downside?
 - What are some aspects you are not so happy about?
 - What are some of the things you miss about the way you used to eat?
- What are some of the good things you may have seen as a result of eating more healthy food?
- What are some reasons you might see for eating this way?
- What do you think would work for you if you only cut out soda?

- **Be respectful of the other's feelings:**
 - Listen quietly and attentively.
 - Don't judge, try to solve, or agree – just respect their opinion
 - Goal: listen and understand
- **Give good non-verbal signals:**
 - Pay attention to your body language.
 - Maintain eye contact and show you are paying attention.
- **Reflect what you heard:**
 - Here's what I heard you say so far....
 - It sounds like you feel.... Or What I hear you say is you are feeling...
 - On the one hand you see...and on the other hand you see...

Recognize and praise what you heard:

- Personal characteristics
- Stable traits – behaviors over time
- Strengths
- “I” is supportive...but gives “you” the credit

“I am very impressed you did that.....you are very committed”

When you hear change talk, reflect it...

- Reflection is a statement that makes a guess as to what the person means
- Reflections are powerful motivators
- Reflections indicate your understanding of and empathy with their emotions
- Use reflection to elicit talk, particularly change talk

Summary puts together information that the person has offered:

- Recognizes and strengthens change talk
- Reinforces the change talk heard
- Can be part of *collecting, linking and transitioning*

Sarah is a 54-year-old female patient with a history of smoking 1 pack a day for 20 years as well as asthma, uncontrolled hypertension and obesity (BMI of 38) presents to her primary care provider with a concern of increased shortness of breath when walking...



Where do I start?

See practice guide – and develop your own open-ended questions

Start small, try it with just a few patients, and then assess your experience.

- Ask a colleague to practice with you.
- Together, you can problem-solve the issues that arise and build on your successes



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