# HEALTH MANAGEMENT ASSOCIATES

# **Enhancing Patient Self Management Series:**

# Motivational Interviewing Understanding Resistant Statements

Million Hearts Grantee Technical Assistance Recorded Webinar

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Enhancing Patient Engagement

Self Management Support Shared Decision Making

Recorded Webinar

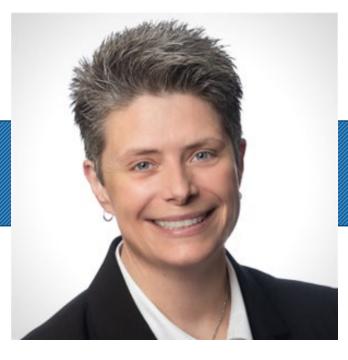
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#### **Motivational Interviewing**

- 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)





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## Resistant responses are normal

- Efforts to sustain the status quo = sustain talk
- Signals ambivalence where we assumed greater readiness to change than is the case – recognize the opportunity
- If increasing, it is likely due to something you are doing
  - The extent of resistant responses is determined by counseling style
- Evaluate your approach, relationship and style
  - Are you invested in a particular outcome?
  - Listen for discord a breakdown in your working relationship
  - Notice the signals of discord in yourself

Source: Motivational Interviewing, W. Miller, S. Rollnick



# **Encourage Change Talk with:**

- Empathetic, non-defensive responses acknowledge their feelings, disagreement or perception
- Reflective listening acknowledge sustain talk
  - Amplified reflection reflect in an exaggerated manner
  - Double-sided reflection restating what they said but reminding them of the contrary things they said previously
- Invite their perspective to encourage talk
- Coming along side taking the side of no change to foster ambivalence and elicit change talk



- Person: "I tried to lose weight before and can't keep it off."
- You: "You're pretty discouraged about trying to lose weight again."
- Person: "I just don't want to take pills. I should be able to take care of this myself."
- You: "You don't want to rely on a drug. It seems like a crutch."
- Person: "Those studies about cancer don't really prove anything."
- You: "It seems to you that lung cancer doesn't have anything to do with smoking."





Janelle, a 37-year-old female with a history of uncontrolled hypertension and anxiety presents for a follow-up visit after starting a new blood pressure medication 3 weeks ago. She is complaining of increased fatigue since starting the medication....

 The patient is now refusing to take blood pressure medications due to side effects.



### Where do I start?

Start small, ask a colleague to practice with you

- Identify a patient who is making resistant statements to changing a behavior or "sustain talk" and role play a conversation with your colleague
- What worked? What was uncomfortable?
- Problem-solve the issues that arise and build on your successes
- Think about how you would begin to practice this skill with your patients





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