

Enhancing Patient Self Management Series:

Motivational Interviewing Understanding Resistant Statements

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)



Lisa Harrison, MS, MHS, PA-C

Senior Consultant

202-785-3669

Lharrison@healthmanagement.com



Deb Peartree, RN, MS

Senior Consultant

518-801-0008

dpeartree@healthmanagement.com

- **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



Mary Kate Brousseau, MPH
Principal
Washington, DC
mbrousseau@healthmanagement.com



Nancy Kamp, RN, CPHQ
Managing Principal
Phoenix, Az
nkamp@healthmanagement.com



Jodi M. Pekkala, MPH
Senior Consultant
New York, NY
jpekkala@healthmanagement.com



Lisa Harrison, MS, MHS, PA-C
Senior Consultant
Washington, DC
Lharrison@healthmanagement.com



Samantha Di Paola
Consultant
Washington, DC
sdipaola@healthmanagement.com



Deb Peartree
Senior Consultant
Albany, NY
dpeartree@healthmanagement.com

For full team member bios, please visit our website: <https://www.healthmanagement.com/our-team/>

