

# The Spirit of Communication: Motivational Interviewing Practice Essentials



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# Welcome Back Opening Blessing



# Today's Agenda

<p>~10" 110"</p>	<p>Opening, Welcome and Introductions</p>
	<p>4 Processes of Change:</p> <ul style="list-style-type: none"><li>Process #1: Engagement Practice</li><li>Process #2: Focus Practice</li></ul> <p>OARS: The client centered relational skills</p>

## The 4 key MI processes



**PLANNING**

**EVOKING**

**FOCUSING**

**ENGAGING**

M13 p.26-32



## Definition:

(Higgins, Larson, Schnall, 2018)

*The desire and capability to actively choose to participate in care in a way uniquely appropriate to the individual in cooperation with a healthcare provider or institution for the purposes of maximizing outcomes or experiences of care.*



# Defining Patient/(Family) Engagement

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- **Personalization**- interventions or strategies (a plan) tailored to meet the unique needs and circumstances for individual patients
- **Access**- ability of the patient to feel confident with available information and resources





- **Commitment-** cognitive and emotional factors that motivate patients to want to learn and increase their awareness of their condition (s) and take the steps necessary to move towards improvement over time
- **Therapeutic alliance-** related to engagement, however, more about empowerment, involvement and self-management (“sustains the patient’s connection to the provider within the healthcare system, potentially creating an effective partnership in pursuit of health care goals”)

Higgins, Larson, Schnall, 2018

# MI Change Processes

## 1<sup>ST</sup> STEP: ENGAGING – THE RELATIONAL

- PERSON-CENTERED STYLE
- LISTEN – UNDERSTAND DILEMMA AND VALUES
- USE OF THE OARS CORE SKILLS

LEARN THIS FIRST



# Motivational Interviewing

## Primary Relational Core Skills

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- **O**pen-ended Questions
- **A**ffirmation
- **R**eflective Listening
- **S**ummary



MI3 p. 63-39

# MI into Application

## Using O.A.R.S.

1. Ask open-ended questions
2. Directly affirm and support the client.
3. Listen reflectively.
4. Summarize periodically.

# Open-ended Questions

- ▶ Require more than a yes or no response
  - ▶ Focus on patient concerns and interests, while also bringing up potential challenging areas to discuss
- Examples;
- “What areas of your situation are important to you that we should discuss today?”
- “What if any concerns you might have that I can address with you today?”
- “What would your reaction be if I asked to speak to you about \_\_\_\_\_.”

# Reflections usually are;

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- ✓ Person-centered –
- ✓ Can start with you...
- ✓ Are not questioning
- ✓ Express high empathy
- ✓ Shared with a MI spirit attitude
- ✓ Can be wrong at times, but OK when practicing MI -allows for more information

# Express Empathy

Make an effort to walk in their shoes.

Being **accepting** increases the chance that the client will make positive changes.

**Reflecting** what your client has said (verbal and nonverbal) is a necessary skill for MI.

Feeling unsure about change is normal.

*What's your experience of empathy?*

# PRACTICE / DEMONSTRATION

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# Affirm/Support

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- Use statements of appreciation and understanding NOT cheerleading

## Examples:

“You are very courageous that you decided to want to tackle this problem.”

“Your willingness to discuss this important issue is admirable, even though it is not a favorite topic.”

“Thanks for taking the time and consideration to listen to my advise or information.”

# 3 Types of Summaries

## ✓ Collecting – (The importance for the person

\_\_\_\_\_ The bouquet: Putting it all together \_\_\_\_\_

## Linking Phrases together

“On the one hand...on the other”

“At the same time”

Ex. – “On the one hand, you’re concerned that your drinking is affecting your health. On the other, you’re not sure if you want to stop.”

## ➤ Transitional to the next phase –

“Let me see if I have everything so far...”

(at the end of one session)

“Let’s review briefly where we are...”

(at the beginning of the next session)