

Brief Motivational Interviewing in the New Patient-centered Medical Home

Or what you can do when brief advice doesn't work (again)...

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**CONTRA COSTA REGIONAL MEDICAL
CENTER
NOON CONFERENCE SERIES**

DISCLOSURE OF CONFLICT OF INTEREST

- We have nothing to disclose/no conflicts of interest

Chronic Illnesses and Behavior Change

- Examples of Common Chronic Illnesses:
- Examples of behavior change to improve outcomes:



Motivational Interviewing

A patient-centered directive method for enhancing intrinsic motivation to change by exploring and resolving ambivalence.

Motivational Interviewing

- Building motivation for change
 - Change is natural
 - Often occurs naturally
 - MI respects and facilitates this process
- Strengthening commitment to change
 - Recognizing readiness to change
 - Negotiating a plan for change
 - Encouraging and promoting commitment

MI Basic Principles

“DARES”

- D**evelop discrepancy
- (**A**void argumentation)
- R**oll with resistance
- E**xpress empathy
- S**upport self-efficacy

Building Motivation OARS

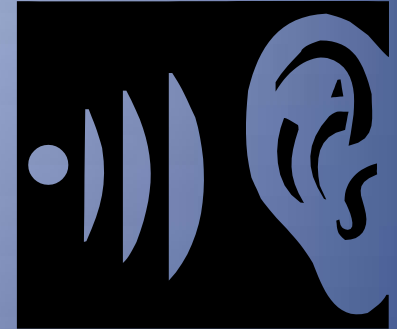
(the microskills)

- Open-ended questioning
- Affirming
- Reflecting
- Summarizing



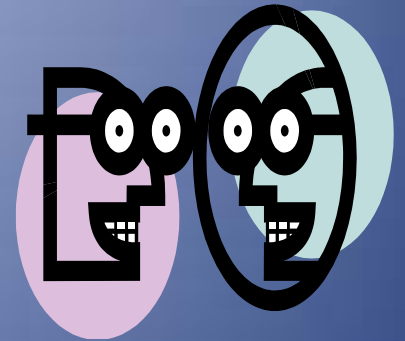
Reflective Listening

Key-Concepts



- Listen to both what the person says and to what the person means
- Check out assumptions
- Create an environment of empathy (nonjudgmental)
- You do not have to agree
- Be aware of intonation (statement, not question)

Types of Reflective Statements



1. Simple Reflection (repeat)
2. Amplified Reflection (amplify/exaggerate the client's point)
3. Double-Sided Reflection (captures both sides of the ambivalence)

The Decisional Balance

Explore the pros and cons of current behavior:

	+	-
Using	What's good about using	What's not so good about using
Stopping	What's good about stopping	What's not so good about stopping

Assessing Readiness to Change: Importance and Confidence

- “On a scale of 1 to 10, how **important** is it for you to make a change, to stop _____?”
- “Why did you pick ____, and not 1?”
- On a scale of 1 to 10, how **confident** are you that you can _____ ?
- “What would it take to go from__ to __?”

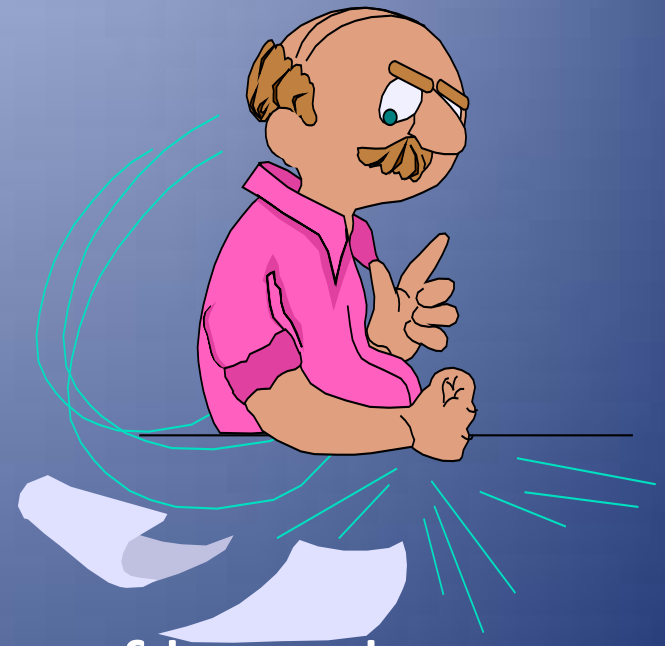
Motivational Interviewing

Especially for people who are precontemplative or contemplative:

“May I share some information with you about _____?”

Providing Feedback or advice

- Elicit (ask for permission)
- Give feedback or advice
- Elicit again (the person's view of how the advice will work for him/her)



The 3 Tasks of a Brief Intervention

O Options Explored

L Listen & Understand

F Feedback

Brief Advice or MI

- Meet Larry D. Lee:
 - 45 years old
 - Follow up visit with you as his PCP
 - Concerned about his cholesterol
 - No other concerns at this visit
- Brief Advice, followed by
- Motivational Interviewing



Interventions to Change Behavior

Brief Advice

- 5 to 15 minutes
- Provider's agenda
- Initiate thinking about change by:
 - Being respectful
 - Communicate risk
 - Provide information
- Active expert - passive recipient

MI

- (5 to) 30 to 60 minutes
- Elicits value for change
- Elicit commitment to change by:
 - Develop relationship
 - Resolve ambivalence
 - Develop discrepancy
- Leading partner -partner

Interventions to Change Behavior

Brief Advice

- Sometimes confronts or challenges
- Sometimes empathic
- Information provided
- Reflective listening rarely used

MI

- Never challenging or confrontational
- Always empathic
- Information provided to develop discrepancy
- Reflective listening essential and directive

Motivational Interviewing – Basic Principles - 1

Develop Discrepancy

- The client, *not* the provider, presents the arguments for change.
- Change is motivated by a perceived discrepancy between present behavior and important personal goals or values.

Miller, W.R., Rollnick, S. (2002) *Motivational interviewing, Preparing people to change*. New York: Guilford Press (2nd edition)

Motivational Interviewing – Basic Principles - 2

Roll with Resistance

- Avoid arguing for change.
- Resistance is not directly opposed.
- New perspectives are invited but not imposed.
- Resistance is a signal to respond differently.
- Patient is a primary resource in finding answers and solutions.

Miller, W.R., Rollnick, S. (2002) *Motivational interviewing, Preparing people to change*. New York: Guilford Press (2nd edition)

Motivational Interviewing – Basic Principles - 3

Express Empathy

- Acceptance facilitates change.
- Skillful reflective listening is fundamental.
- Ambivalence is normal.

Miller, W.R., Rollnick, S. (2002) *Motivational interviewing, Preparing people to change*. New York: Guilford Press (2nd edition)

Motivational Interviewing – Basic Principles - 4

Support Self-efficacy

- The patient's belief in the possibility of change is an important motivator.
- The patient, not the PCP, is responsible for choosing and carrying out change.
- The provider's own belief in the person's ability to change becomes a self-fulfilling prophecy.

Miller, W.R., Rollnick, S. (2002) *Motivational interviewing, Preparing people to change*. New York: Guilford Press (2nd edition)

MI is Effective Across Cultures

- Based on broad generalizeable principles of human behavior.
- Cultural competence = cultural humility, respectful listening, learning, appreciating and understanding differences
- Evidence: increased effect sizes in studies with predominantly minority populations.
(Hettema, Steele and Miller, 2005)

Summary - Motivational Interviewing

- Respects individual differences
- Tolerance for disagreement/ambivalence
- Patience with incremental changes
- Nonjudgmental
- Caring and interest in patients served,
express empathy

MOTIVATIONAL INTERVIEWING

PREPARING
PEOPLE FOR
CHANGE

WILLIAM R. MILLER
STEPHEN ROLLNICK

second edition

Enhancing Motivation for Change Inservice Training

Based on
A Treatment
Improvement
Protocol

**TIP
35**



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Substance Abuse and Mental Health Services Administration
Center for Substance Abuse Treatment
www.samhsa.gov

Selected References

- Miller, W.R., Rollnick, S. (2002). *Motivational Interviewing, Preparing people to change*. New York: Guilford Press (2nd edition)

An excellent, comprehensive text by the masters, refined after 10 additional years of experience and further research.

Selected Web Sites

- www.motivationalinterview.org
- <http://ncadi.samhsa.gov> National Clearinghouse
for Alcohol and Drug
Information

Treatment Improvement Protocol (TIP) Series

Enhancing Motivation for Change in Substance Abuse
Treatment #35

National Clearinghouse for Alcohol and Drug Information

(800) 729 – 6686 or (301) 468 – 2600

Thanks

- Thomas Freese, PhD
- Jennifer Hettema, PhD

For several of their slides and expertise.