MI REFRESHER
Megan Willson, PharmD, BCPS
mwillson@wsu.edu

Motivational Interviewing

- http://www.youtube.com/watch?v=dm-rJJPCuTE&feature=related
STAGES OF CHANGE

1. Pre-contemplation
   • No perceived need to change

2. Contemplation
   • Initial awareness of a problem
   • Feelings of ambivalence about change

3. Preparation Stage
   • Initial Movement away from ambivalence and toward action
   • Statements reflect the beginnings of motivation

4. Action
   • The person takes steps to bring about change

5. Maintenance Stage
   • The person sustains the change accomplished by previous actions
   • Steps for maintaining long-term change are different from steps for initial change

6. Relapse Stage
   • Long-standing change often involves setbacks
   • Person may relapse into previous problem behaviors

Assessing Stages of Change

- Ability
- Reasons
- Desire
- Need

Change

http://motivationalinterview.org

Assessing Readiness to Change

- Readiness ruler
- Three concepts
  - Readiness
  - Importance
  - Confidence
- Use a scale (1-7)
- How important is this change for you?
- How confident are you that you can make this change if you want to?

Auburn University. MITI.
Miller WR and Rollnick S. "Motivational interviewing: preparing people to change addictive behavior. 1991."
O.A.R.S.
The Basic Skills of Motivational Interviewing

Open-ended Questions
Affirmations
Reflective Listening
Summaries

http://motivationalinterview.org

OPEN ENDED QUESTIONS

- “How can I help you?”
- “Would you tell me about ____?”
- “How would you like things to be different?”
- “What are the positive things and what are the less good things about ____?”
- “What will you lose if you give up ____?”
- “What have you tried before?”
- “What do you want to do next?”

Auburn University, MTI,
Open-ended Questions

- What are your thoughts now?
- How does this seem for you?
- How would you be different if you lost the weight?
- What concerns you the most about ___
- What gets in the way of change?
- What do you like about the changes?
- What is your understanding of how the medication works?

WHAT ARE SOME OPEN ENDED QUESTIONS YOU MIGHT USE?
Reflections/Affirmations

- Simple Reflections
- Complex Reflections
  - Agreement with a twist
  - Double sided reflection
  - Amplified
  - Shifting focus
  - Emphasize personal choice
  - Reframing
- Affirmations: congratulate patient

Empathic Responses

- “You seem _____”
- “In other words…”
- “You feel ____ because_____”
- “It seems to you…”
- “I gather that…”
- “You sound…”
Reflection Activity

• One thing I like about myself is that I....
  • Abstract characteristics
• Each person decide trait
• Others ask questions “Do you mean that you_____?
• Only respond with yes or no answers
• 5 questions each

RAPPORT BREAKERS

• Arguing for change
• Assuming the expert role
• Criticizing, shaming or blaming
• Labeling
• Being in a hurry
• Claiming pre-eminence

• Ordering, directing, commanding
• Warning or threatening
• Giving advice, suggestions, solutions
• Persuading or lecturing
• Moralizing, preaching (fixing, healing, and converting)

Providing Patients with Information

- AWAYS get what the patient knows first
- ASK for permission to give advice
- Provide advice with emphasis on patient’s choice
- Ask how the patient feels about that information

How do I know if things are going well?

- Green: plans for change being made
- Red: resistance or ambivalence
Resistance?

- What do you think about your cholesterol level?
  - I really don’t think it matters my I ate healthy this morning.
  - I am not to concerned my doctor said it was only a little high.
  - It is not that easy to lower the level.
  - Nothing really.

Things to Remember

R esisting the righting reflex
U nderstand the patients motivation
L isten to your patient
E mpower your patient
R eflect

http://motivationalinterview.org
FRAMES

Feedback
Responsibility
Advice
Menus
Empathy
Self-Efficacy

http://motivationalinterview.org

Wrap Up

• One thing I learned
• One thing that surprised me
• One thing that I liked
• One thing that I will implement in my coaching