

Setting the Table for A Patient- Centered Approach

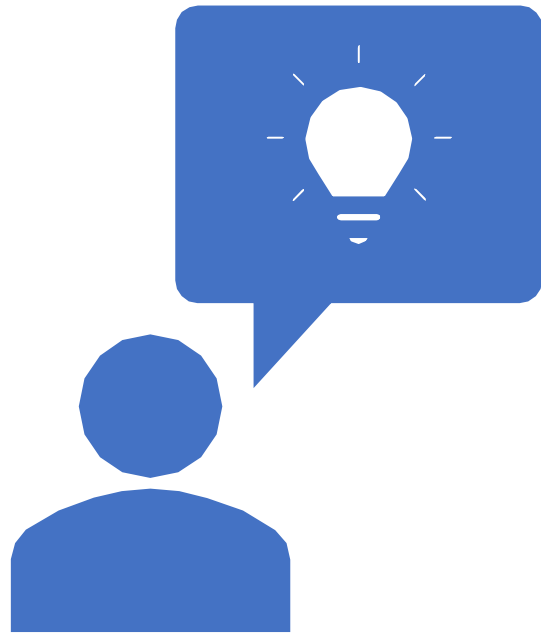


Motivational Interviewing

Laura Saunders

Laura A. Saunders, MSSW, is the Great Lakes Addictions, Mental Health and Prevention Technology Centers: State Project Manager for the State of Wisconsin. Her position is housed at the University of Wisconsin-Madison where she's worked since 1988. Since 2001, Laura has provided Motivational interviewing and SBIRT/BSI training to physicians, nurses, medical students, psychologists, specialty addiction treatment providers, social workers, physical therapists, health educators and staff who work in correctional settings. Laura designs, facilitates, and delivers training and coaching in person, online, and via distance learning in the fields of health care, human services, public health, public safety and criminal justice.

She has delivered over 120 beginning, intermediate, advancing skills and coding workshops. She has provided feedback and coaching to hundreds of social workers, correctional staff and other human service providers who are interested in using MI and SBIRT/BSI to fidelity. She joined the International group of Motivational Interviewing Network of Trainers (MINT) in 2006 (Sophia, Bulgaria) and is an active member of the Wisconsin MINT group.



Opening activity: Client Role

- Things about yourself that you
 - - want to change
 - - need to change
 - - should change
 - -have been thinking about changing
 - -have tried to change and have
 - not been successful
 - -something someone else says
 - you need to change

Helper Role (please follow this carefully :-)

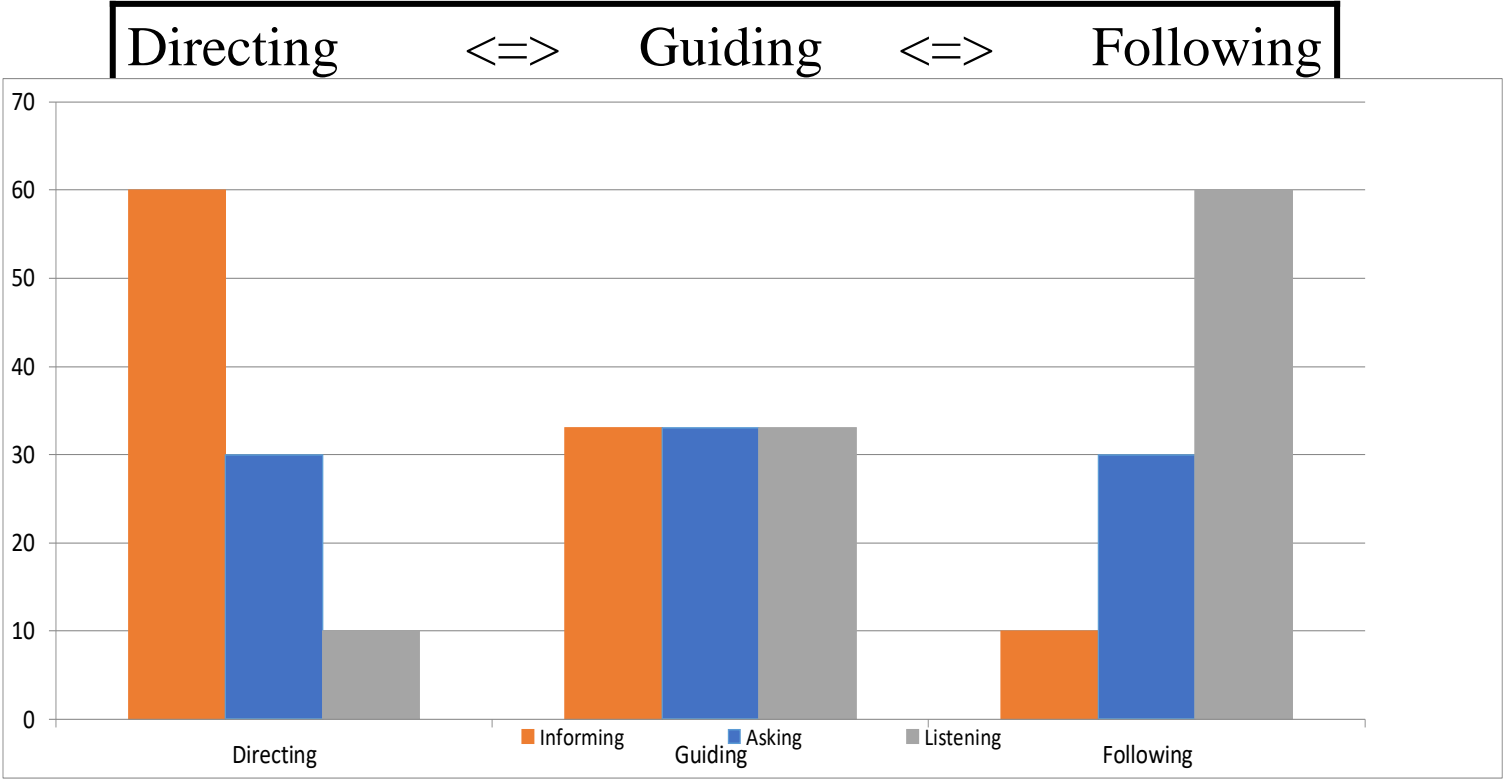
- STEP 1: Explain to your client WHY they should make this change
- STEP 2: Tell your client what specific benefits they will get from making this change.
- STEP 3: Tell your client HOW to change
- STEP 4: Emphasize how IMPORTANT it is for them to change
- STEP 5: Tell them to JUST DO IT!



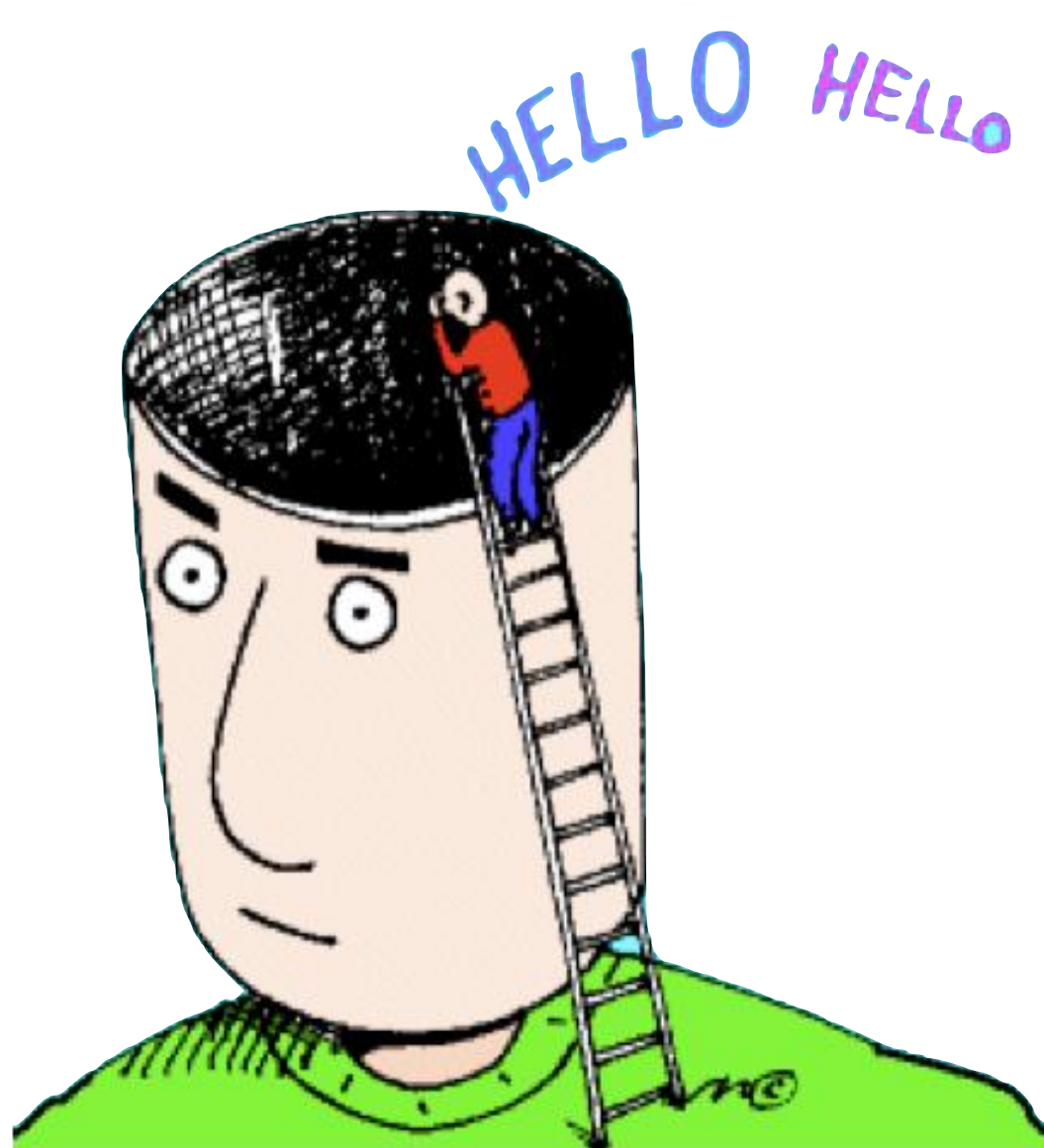
JUST DO IT.



A Continuum of Styles



Deficit world view

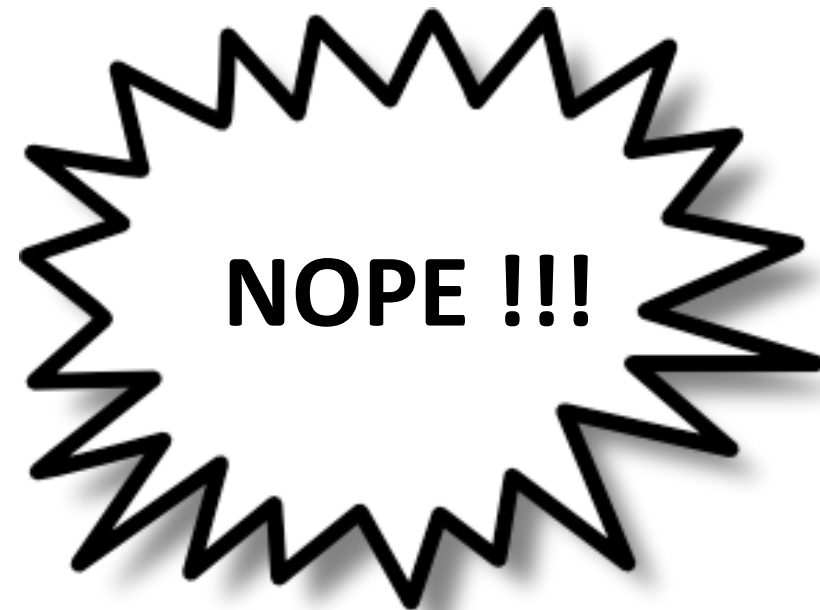


★They don't see (denial, insight, etc.)

★They don't know...

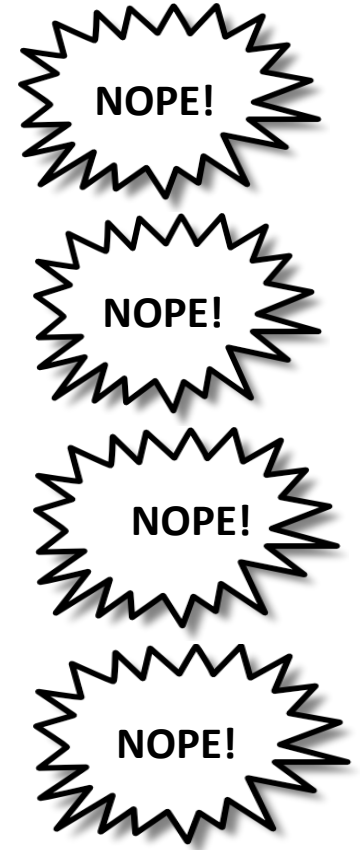
★They don't know how...

★They don't care...



What Does It Take? Four Common Solutions

- ★ INSIGHT- if you can just make people see, then they will change
- ★ KNOWLEDGE- if people just know enough, then they will change
- ★ SKILLS- if you can just teach people how to change, then they will do it
- ★ HELL- if you can just make people feel bad or afraid enough, they will change



Avoiding the traps

- Assessment trap
- The expert trap
- Premature focus trap
- Labeling trap
- Blaming trap
- Chat trap

Assessment trap

- “Answer my questions and give
- me lots of information so
- I can fix your problem.”



Expert trap

- “I know what you should do.”





Premature focus trap

- “It’s clear that your anxiety
- is the problem. Let’s get started
- on fixing that.”



Labeling trap

- “Your problem is your criminal thinking.
- If you would just admit how bad that is, we could get that fixed.”



Blaming trap

- “Let’s talk about who’s to blame for this problem.”



Chat trap

- “How many grandchildren does your neighbor have?”



Informal discussions...

- Training in MI was significantly associated with less informal discussions across sessions
- Informal discussions are related to less motivation in the client

Martino, SM, Ball, SA, Nich, C, Frankforter, TL, Carroll, KM. (2009)



Do your work with your whole heart, and you will succeed.



Success


is liking yourself,
liking what you do,
and liking how
you do it.”

– Maya Angelou




Helpful responses






- Solo-writing activity: Write out your best (most helpful) response to each of these patient sentences.


- 1) I'd like to have things be better in my life. There are so many things that would get better if I made changes in my drinking. I'd like to be less tired, have more energy and get my partner my back.



- 2) Well, I have some ideas that might help me give up weed, but I don't really know where to start.



- 3) Why should I talk to you? You have no idea what my life is like. You don't live like I do.



**Why
don't
people
change?**

INTROSPECTIVE EXERCISE

- Motivation is interpersonal; what the practitioner says and does matters.
- Motivation is a key to successful change.

Activity: Self-Reflect on Motivation

Instructions: Think of a behavior you've engaged in even though you knew it might lead to negative consequences. Ideally, this would be a behavior you have made past attempts to change. With this behavior in mind, consider the following questions with brief written response.

- How much time passed between when you began this behavior and when you were first aware that there was a potential problem with it?
- How much time passed between the moment you first noticed there was a potential problem with this behavior and the first time you made an earnest attempt to change it?
- Did you ever experience success in changing this behavior? ___Yes ___No



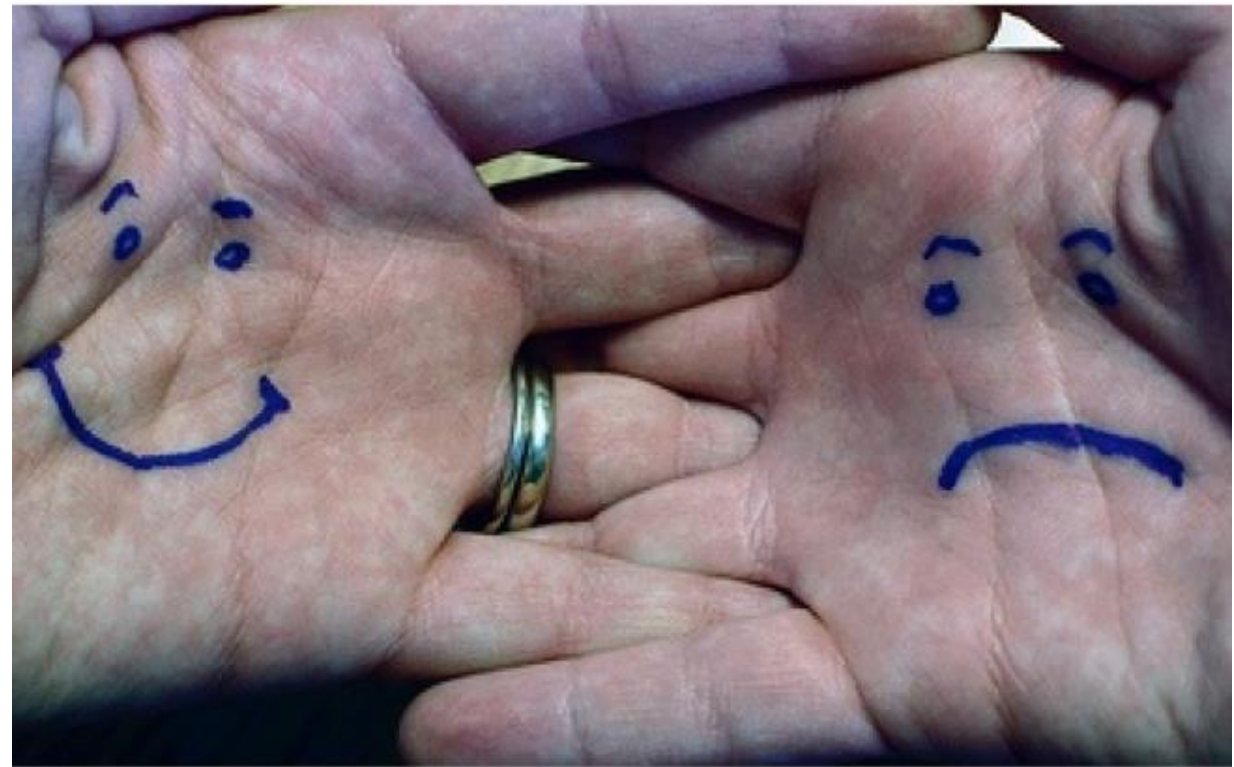
Ambivalence

Pros and Cons of Change and No change

- Presents a significant barrier to change.
- Must be explored and (hopefully) resolved.



NO CHANGE	
Pros	Cons
CHANGE	
Cons	Pros



**Ambivalence is a normal and
defining state of human experience**

I need to, but I don't want to

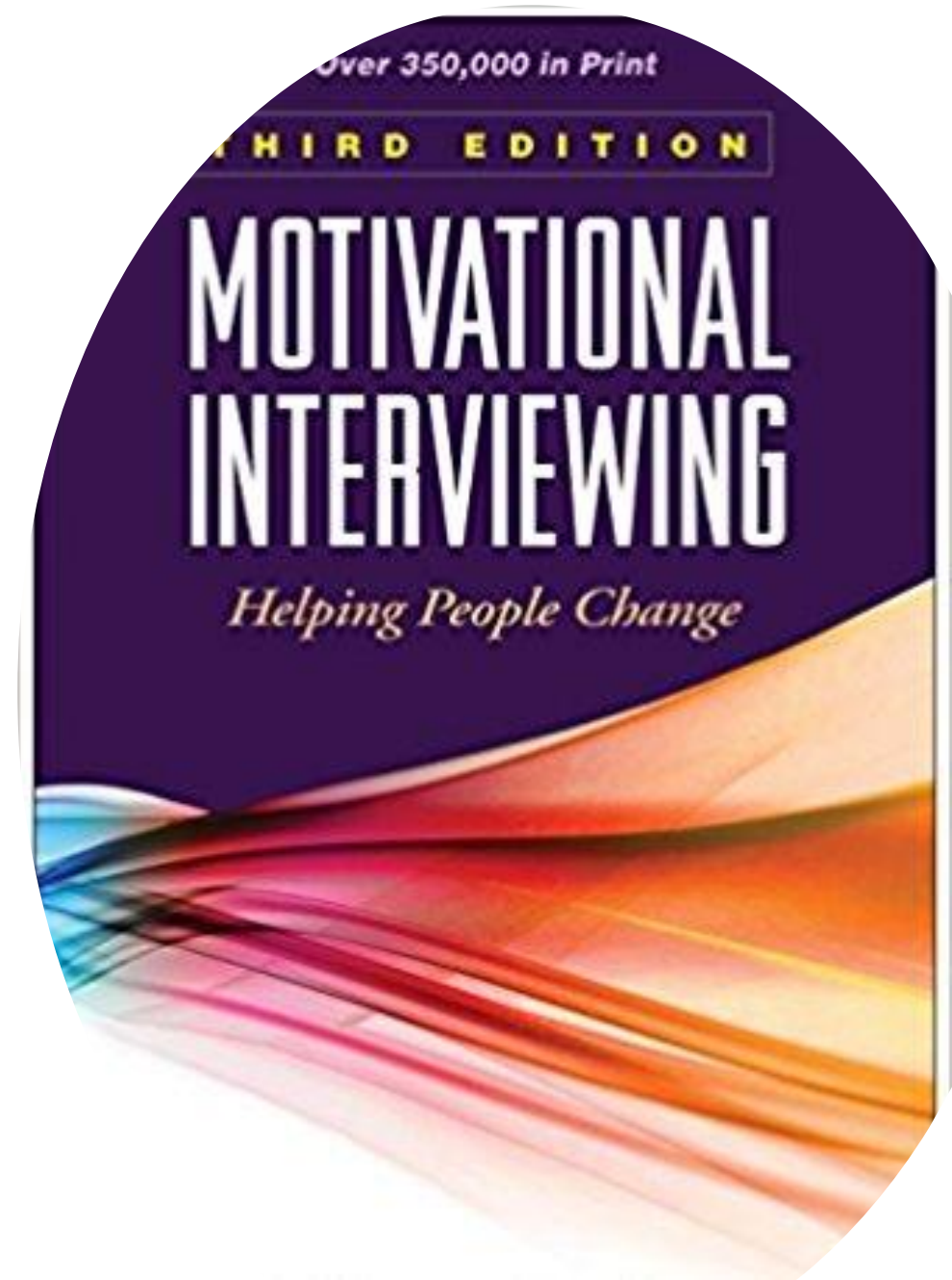
I'd like to, but don't think I can

I will one day, but not today

I want to, but it's really hard.

I could change, but it's not really that bad.

What exactly
is MI?





A
definition

Motivational interviewing is a collaborative conversation style for strengthening a person's own motivation and commitment to change.

MI is NOT easy to learn

Comprises a complex skill-set

No correlation between self-perceived
and actual MI practice

One-shot trainings insufficient to
promote competency

Source: Miller & Mount (2001); Miller & Rollnick (2009); Walters et al. (2005)



Remember.....

- Just because MI seems SIMPLE, that doesn't mean it is EASY
- Just because it seems like COMMON SENSE, that doesn't mean it is COMMON PRACTICE!
- People can and do learn MI. All the time!



Learning ML is a process...not an event.



For successful
brief
interventions,
use the key
skills of MI.

Listen

Ask open-ended questions

Use affirmations

Reflect

Summarize

Listen with...

**PRESENCE—
UNDIVIDED
ATTENTION**

Patience

Eyes, ears and
heart

Acceptance and
non-judgment

Curiosity

Delight

No interruptions



SILENCE:
INSIDE
AND
OUTSIDE



Thank you, Laura!



QUESTIONS