Strategies for Effective Communication Using Motivational Interviewing

Learning Objectives

- Following the lecture the medical professional will be able to use language that is effective yet sensitive to the patient’s limitations.
- Following the lecture the medical professional will identify the motivational interviewing technique that will be most beneficial.

Values that influence behavior(s)

<table>
<thead>
<tr>
<th>Personal Values</th>
<th>Professional Values</th>
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</thead>
<tbody>
<tr>
<td>Respect</td>
<td>Integrity</td>
</tr>
<tr>
<td>Love</td>
<td>Compassion</td>
</tr>
<tr>
<td>Relationships</td>
<td>Altruism</td>
</tr>
</tbody>
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Values Con’t

- Values influence beliefs and may lead an individual to evaluate his / her behavior as well as others.

- Evaluate the stability of an individual’s:
  1. Culture
  2. Social class
  3. Personal decisions


Medical Professional vs. Patient Conflict of Values Results

<table>
<thead>
<tr>
<th>Medical Professional</th>
<th>Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frustration</td>
<td>Fear Change</td>
</tr>
<tr>
<td>Powerless</td>
<td>Frustration</td>
</tr>
<tr>
<td>Anger</td>
<td>Past Experiences</td>
</tr>
<tr>
<td>Communication</td>
<td>Communication</td>
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</tbody>
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Plutchik’s (1991) Wheel of Emotion

- Eight Primary Dimensions of emotional responses:
  a. Joy vs. Sadness
  b. Anger vs. Fear
  c. Trust vs. Disgust
  d. Surprise vs. Anticipation

- Classified into low, medium and high intensity
- Scientific study of human emotions

Motivational Interviewing (MI)

- is a method of conversational style that works on facilitating and engaging intrinsic motivation within the client in order to change behavior. MI is a goal-oriented, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve their ambivalence.


Motivational Interviewing

- The Spirit of Motivational Interviewing
- The Method of Motivational Interviewing (Techniques)
- Motivational Interviewing in our every day practice
How may I help?
May we spend more time discussing this...
I understand this is difficult...
You appear confident with your choice...

Desire to change
Ability to change
Reasons to change
Need to change
Commitment
Taking steps to change

Spirit of MI (2013)

- Collaborative
- Compassion
- Acceptance
- Evocation

Spirit of MI

- MI begins with a partnership between the patient and the physician
- MI is a collaboration to provide support
- MI is skillful guidance from the medical staff
- The ultimate goal is for the patient to change their behavior without persuasion

Collaboration

- MI is done “for” and “with” a patient
- Looking to the patient’s expertise about their illness or physical well-being
- Conversation that is continuous skill building

Compassion

- Give priority to the patient’s needs
- Establishes a working partnership
- Deliberate commitment to pursue the best interests of the patient

Acceptance

Acceptance has four components

1. Absolute Worth: basic trust and respect
2. Accurate Empathy: understand the patient’s worldview
3. Autonomy Support: honoring and respecting the patient’s self-direction
4. Affirmation: acknowledge the patient’s strengths and efforts
Evocation

- Strengthen the change motivations that the patient has within.
- Install facts of a disease, condition or a disorder that will improve if a change is made.

Three focused communication styles

- Following
- Directing
- Guiding


Following Style

- Follow the lead of the patient to understand his / her worldview
- Listening without instructing
- Building trust
- Reserve opinions / thoughts
- Giving full attention to the patient / family
Directing Style

- Explain area of expertise in relationship to the current situation
- Give knowledge in short sentences
- Asking permission to give the knowledge

Guiding Style

- Giving encouragement
- Using the spirit of MI to enlighten the patient/family
- Providing Support / Providing Resources

5 Communication Skills

- Open-ended questions
- Reflective listening
- Affirm
- Summarize
- Inform and discuss with permission

Motivational Interviewing techniques were useful rather than giving the traditional advice (authoritative relationship vs. partnership in the health care relationship)
- Facilitated some change – difficult to make a change for negative health habits
- Medical staff had a concern about time pressure
- Interaction with the patient was successful (Increase self-efficacy to make a change)

Consider Ethical values when using MI
- The patient decides with your direction, education and expertise how they will change
- Ask permission before the education
- Exchanging information in a relaxed conversation

Standing over the patient
- Looking away often
- Crossing arms
- Interrupting often
Elicit Conversation

- Eye contact
- Clarify information
- Ask for the patient’s interpretation, understanding of your statements
- Avoid jargon
- Offer time for the patient to reflect

Elicit Conversation Con’t

- Be aware of facial expressions
- Be supportive
- Provide language that increases dialogue
- Process and respond to the information provided.

Elicit Responses

- What else would you like to know?
- How does that apply to you?
- I wonder what all this means to you?
- What do you think is the next step for you?
Medical Staff Interaction

- Observe
- Contact the outside resources for assistance
- Speak in an area that is private
- Use your Motivational Interviewing Skills & Conversational styles
- Use your tools

Summary

- Medical professional language used to encourage the patient to change
- Keep in mind the patient’s values and recognizing the patient’s language toward commitment to change behavior
- Motivational Interviewing Method:
  - Spirit of MI
- Motivational Interviewing Techniques:
  - Three Focused Communication styles
  - Five Communication Skills

References

- Positive Directions and Associates, Inc. – Patient exit survey (2016)