Using Motivational Interviewing to Improve Clinical Outcomes

BARBARA B. WALKER, PH.D.
NATIONAL JEWISH HEALTH
DENVER, COLORADO

BBWALKER@INDIANA.EDU
Overview

- Why MI?
- What exactly is MI?
  - Spirit
  - Principles
  - Techniques
- Practical Applications
  - Examples
  - Your cases
WHY MI?

“I don’t know how many times I’ve told him to ....”

“WHY would a person choose not to take medications that can help them?”

“I hate seeing her on my schedule- she comes in again and again, I tell her what to do, and she doesn’t do it.”

“He has diabetes and eats whatever he wants and expects me to help - what am I supposed to do?”
“I know I should lose weight but I hate exercise”.

“I know I need to quit smoking but I have tried and I just can’t do it”.

“I want to get out and walk but it really makes my back hurt even more”.

“I try to remember to take my medicine every day but I just keep forgetting”.

WHY MI?
“I know I should lose weight but I hate exercise”.

“I know I need to quit smoking but I have tried and I just can’t do it”.

“I want to get out and walk but it really makes my back hurt even more”.

“I try to remember to take my medicine every day but I just keep forgetting”.

WHY MI?
WHY MI?

- Advice often doesn’t work.
- Patients don’t always do what we want them to do.
- “Resistance” and ambivalence
- The data:
  
  Hundreds of studies documenting its effectiveness. MI is an evidence-based treatment for behavior change
  
  www.motivationalinterview.org

What is MI?

- A way of conversing with people.

...a directive, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence.

- Grew out of substance abuse field:
  
  William R. Miller (UNM) and Stephen Rollnick (UK)
What is MI?

Techniques

Principles

Spirit
### Collaborative: Partners rather than experts

<table>
<thead>
<tr>
<th>Not MI (expert)</th>
<th>MI (collaborative)</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Why didn’t you... (do what I told you to do)?”</td>
<td>“I can see you’re struggling with... what’s going on?”</td>
</tr>
</tbody>
</table>

### Change comes from within the pt - not from us

<table>
<thead>
<tr>
<th>Not MI (education)</th>
<th>MI (evocative)</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Here’s a handout showing you some exercises you can do.”</td>
<td>“I think some exercises might help- any thoughts about that?”</td>
</tr>
</tbody>
</table>

### It’s the patient’s job to solve the problem- not ours

<table>
<thead>
<tr>
<th>Not MI (authority)</th>
<th>MI (honors autonomy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>“You need to quit smoking.”</td>
<td>“I know we’ve talked about your smoking before; what are your plans at this point?”</td>
</tr>
</tbody>
</table>
I see your blood pressure is up a little today.

<table>
<thead>
<tr>
<th>Non-MI</th>
<th>The spirit of MI</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Have you been taking your medication?</td>
<td>• Any ideas on why it might be up?</td>
</tr>
<tr>
<td>• Yup.</td>
<td></td>
</tr>
<tr>
<td>• Have you been sticking to your low-salt diet?</td>
<td></td>
</tr>
<tr>
<td>• Yup</td>
<td></td>
</tr>
</tbody>
</table>
I see your weight is up about 5 pounds this visit...

<table>
<thead>
<tr>
<th>Non-MI</th>
<th>The spirit of MI</th>
</tr>
</thead>
<tbody>
<tr>
<td>• We’ve talked before about how important it is for you to lose weight. You really need to commit yourself to it.</td>
<td>• We’ve talked before about how much your weight is affecting your health, and I’m concerned about you.</td>
</tr>
</tbody>
</table>
Principles of MI

Principles

Spirit

Techniques

EMPATHY
DEVELOP DISCREPANCY
SELF-EFFICACY
ROLL WITH RESISTANCE
Rolling with resistance...

I am not going to quit drinking any time soon.

• You don’t think that making any change at all in your drinking makes sense right now.

There is no way I can...

• I know - it’s hard. You may very well decide that it’s best for you to continue things the way they have been in the past. In the end, it’s your choice.
MI TECHNIQUES: OARS
Open-ended questions
Affirmations
Reflections
Summaries

The goal is to generate “change talk”.

Reflections

Eating is how I deal with my stress.

- The only way you have right now to deal with stress is eating.

Nothing you’ve done has helped me one bit.

- Every single thing we’ve tried has completely failed.
You feel like there is absolutely nothing you can do about your weight.

Yup- I have tried everything- I lose it and then I just gain it back again.

Hmm... so it sounds like you HAVE been successful at losing weight in the past. That’s great.

Yeah but what good is it? I just gain it back again. I don’t think it’s even worth trying anymore.

You’ve been successful at losing weight but you can’t keep it off, so there’s no point in even losing it anymore.

Yup- you get it!

So it’s sounds like one possibility is to ignore your weight problem right now- is there a down-side to that for you?
Well yeah, of course. I know I should lose weight and I’d feel better mentally and physically if I did.

In what ways do you think you’d feel better?

Explains...

I’d like to summarize what you’ve told me so far --tell me if I’m missing anything or I’ve got anything wrong- You think it is really important to lose weight because... , and you have had success losing weight many times. You KNOW how to lose weight-- you can do THAT. The problem is that you always put it back on, so you feel like it’s not worth starting up again now. Does that about sum up where you are with this?
Yup- But now that I hear you say it that way, I realize that I actually don’t have a problem losing the weight- it’s keeping it off that’s the problem. I really am pretty good at losing weight.

I agree- you’ve done great losing weight- it sounds like you’re an expert at that! It sounds like what you need now is help maintaining that loss next time around- Have you ever gotten any help with that part before?

Nope- I never even thought about that.

Maybe we work on that together when the time comes. What do you think would be a good next step?
I CAN’T quit drinking!

You’re right. You may not be able to quit drinking. I understand; it’s hard. Would it be ok with you if we talked about it for a few minutes?
Let me ask you this:

On a scale from 0-10 where 0 is not at all ready and 10 is the most ready you have ever been, how ready are you to change anything at all about your drinking? ....

Ummm I’d say a 4.

Why a 4 and not a 1? = “Change talk”

Why a 4 and not an 8? = Barriers to change
I can’t quit drinking...

4

That’s interesting. Why a 4 and not a 1?

Because I REALLY need to stop drinking- I mean you tell me every time I’m in here that I am killing myself! And know what? I believe you- I know you are right!

Any other reasons?

Well, my wife and kids are mad at me all the time- I get into trouble when I drink...it causes a lot of tension at home, etc.

Ok- so it sure sounds like you have good reasons to change-- why a 4 and not an 8?

Because I LIKE drinking- I’ve been doing it since I was 15. It’s what I do for fun with my friends. I don’t know what I’d do if I didn’t go drinking with them.

Anything else?

I like the way I feel when I drink. It relaxes me.
So let me summarize what you’ve said so far and correct me if I’m wrong – I want to be sure I understand where you are at with this. One the one hand, you want to do something about your drinking because you know it’s going to kill you one day and it causes serious problems at home... it may even ruin your marriage, but on the other hand, you LIKE drinking, it’s the only thing you have found that relaxes you and it’s the only thing you do to have fun with your friends. Does that about sum it up?

YUP!

I can see now why you are so stuck. I hear how much you value your children, your marriage and your health, but drinking makes you happy in other ways. I see why it’s hard for you to know what to do. You’re really stuck.
Why MI
What exactly is MI
  - Spirit
  - Principles
  - Techniques
Practical Applications
  - Examples
  - Your cases

SPIRIT:
  - Collaboration
  - Evocation
  - Autonomy

PRINCIPLES:
  - Empathy
  - Self-efficacy
  - Roll with resistance
  - Develop discrepancy

Techniques:
  - Open-ended questions
  - Affirmations
  - Reflections
  - Rulers
  - Summaries
Health Behavior Change
A Guide for Practitioners

Motivational Interviewing in Health Care
Helping Patients Change Behavior

http://www.motivationalinterview.org/
bbwalker@indiana.edu