

Break- Out Activity

Potential Challenges to Implementing MI in Practice

Objective

Problem-solving potential challenges of applying motivational interviewing to engage patients and promote behavioral change.

“MI with someone is like entering their home. One should enter with respect, interest and kindness, affirm what is good, and refrain from providing unsolicited advice (like rearranging their furniture).”

- An Alaskan elder reflecting on an MI workshop with Steve Berg-Smith

Case Study

The patient is a 16- year-old with asthma. She does not want to take her long acting and ICS inhalers because she doesn't want her friends to think she is sick. She doesn't carry them, or her rescue inhaler in.

Her visit today is related to an ER follow-up. She is tearful and frustrated since this was her 3rd ER visit.

- Imms are up to date. Well child visits are up to date.
- Non-smoker, non-vaper. No smokers in the house.
- Patient is a soccer player.
- Meds: Advair 2 inhalations BID; albuterol prn

Mom is frustrated and does not know what to do.



Common Challenges to Implementing MI

- It takes too much time.....
 - There is already a lot to cover in the visit
- MI is too complicated
- I'm not confident in how to use it– it doesn't come naturally
- This doesn't apply to my patient population–
 - I don't take care of adults....
- My patients are too different than me...
- My patients don't know the right things to do... We are the experts
- I see patient's virtually..

Common Traps

- Expert Trap
- Question- Answer Trap
- Confrontation- Denial Trap
 - Persuasion Trap
- Time trap
- Wandering Trap

Bring back together!

- Discuss the complicated/complex patient that is resistant to change.



“This won’t
work with my
non-compliant
patients.”



Potential Solutions:

- ❑ Be compassionate with yourself
 - Accepting the unacceptable may sometimes feel impossible (i.e. this person is not ready to change despite seemingly imminent danger)
- ❑ Breathe in patience, breathe out judgmental attitudes and assumptions

Masterful video showing use of MI in conversation with someone labeled as "difficult"



Potential Solutions:

- ❑ Consider if the patient is ready for the change?
 - Accepting they are not ready
- ❑ Breathe in patience, breathe out judgmental attitudes and assumptions

Masterful video showing use of MI in conversation with someone labeled as "difficult"



Potential Solution:

Remember:

Patients can be influenced by MI in a matter of minutes!

As Dr. Bill Miller would say, “you don’t have time NOT to use MI!”

Evidence to suggest MI could help in a single session:





Summary

There is strong evidence that MI enhances healthcare conversations... that doesn't make it any easier to adopt!

This helps us understand our patients better than ever
– change is hard, even if ultimately it is positive

Resources to add as handouts

b) Bubble Sheet completed by client before the visit.

IF YOU HAVE DIABETES, HERE ARE SOME THINGS YOU CAN TALK ABOUT WITH YOUR HEALTH CARE PROVIDER

Choose to talk about changing any of these and add other concerns in the blank circles

<input type="checkbox"/> Blood Pressure monitoring	<input type="checkbox"/> Taking medications to help control blood pressure	<input type="checkbox"/> Skin care
<input type="checkbox"/> Avoiding strokes or heart disease	<input type="checkbox"/> Diet	<input type="checkbox"/> Losing weight
<input type="checkbox"/> Depression	<input type="checkbox"/> Daily foot care	<input type="checkbox"/> Smoking
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Setting the tone, the MI way:

"My name is _____, and I am here/calling today because the doctor suggested we speak..."

Is now an OK time to chat?

Even though the doctor suggested we speak today, I am most interested in discussing your concerns...

What would you like to discuss today?

I know you don't feel well today...

How can I make this conversation as easy as possible?

What can I do to be the most helpful to you as we chat?

What do you hope to take away from our discussion today?

What lifestyle-related topics would YOU like to discuss today?

Cold Calling

Setting the tone, the MI way:

Prescheduled

*“My name is _____, and my goal as your **Care Manager** is to do whatever I can to help you...”*

**What brings you in to my
(virtual) office today?**

**Even though the doctor suggested we speak
today, I am most interested in your
concerns...**

What would you like to discuss today?

**What's on your agenda for
our meeting today?**

**What do you hope to take away
from today's discussion?**

**What can I do to be the
most helpful to you?**

Case Study- Independent Case Study

The patient is a 16- year-old with asthma. She does not want to take her long acting and ICS inhalers because she doesn't want her friends to think she is sick. She doesn't carry them, or her rescue inhaler in.

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Independent Activity

- How would you approach this in a telephonic visit?
- How would you approach this in a clinic 10- minute visit?
- Address each of the challenges with examples to share
- What are common “traps” that can be barriers to MI?

Activity

- Identify a bubble sheet categories for asthma.
- Complete Questionnaire on Patient Engagement