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Motivational Interviewing: Conversations that lead to Change

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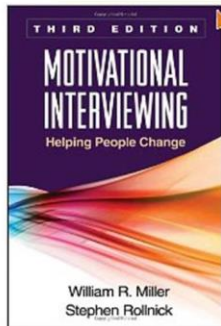
Carol DeFrancesco, MALS, RDN, LD reports
no relationship with industry to disclose
relative to this CME activity.

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Motivation
changes with
our style of
interacting.



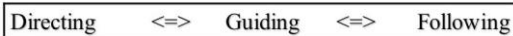
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Motivational
interviewing is
a collaborative
conversation
style for
strengthening
a person's own
motivation and
commitment to
change.

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Finding the Middle Ground



Acute medical model
One size fits all educational approaches

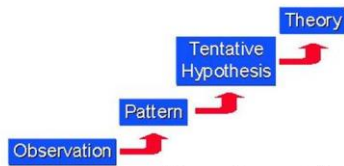
Motivational Interviewing



Client centered listening
(e.g., listening to someone in grief,
or shocked with a new dx)

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Developed through Inductive Reasoning



"I usually start from curiosity and experience, and from a general interest in finding what works best for people in pain."

William Miller
Professor University of New Mexico

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PubMed: Motivational Interviewing

Search results
Items: 1 to 20 of 2411

1. Which individual therapist behaviors elicit client change talk and sustain talk in motivational interviewing?
Agostino TR, Jackson KM, Borsari B, Magill M, Longabaugh R, Mastroiolo NR, Barnett NP. *J Subst Abuse Treat*. 2015 Sep 21. pii: S0748-5421(15)00243-3. doi: 10.1016/j.jst.2015.09.001. [Epub ahead of print]. PMID: 26547412. [Similar articles](#)

2. Translating person-centered care into practice: A comparative analysis of motivational interviewing, stress-integration, support, and guided self-determination.
Zelchman V, Hopson A, Storbacken S, Graue H, Rasmussen B, Vahvi A, Korkevoja M. *Patient Educ Couns*. 2015 Oct 30. pii: S0738-3991(15)00096-3. doi: 10.1016/j.pec.2015.10.015. [Epub ahead of print]. PMID: 26347303. [Similar articles](#)

3. A new primary dental care service compared with standard care for child and family to reduce the re-occurrence of childhood dental caries (Dental RECUR): study protocol for a randomised controlled trial.
Pope C, Adair P, Burnside G, Robinson L, Edwards RT, Albadri S, Currow M, Ghahremani M, Henderson M, Males C, Wong F, Muirhead V, Weston-Price S, Whitehead H. *Trials*. 2015 Nov 4;16(1):558. doi: 10.1186/s13063-015-1010-6. PMID: 26337293. [Free PMC Article](#). [Similar articles](#)

4. Cost-effectiveness of integrated COPD care: the BECODD cluster randomised trial.
Boland MR, Kiani AL, Tsachris A, Assendelft WJ, Gussekloo J, Blom CH, Chavannes NH, Rutten van Milken HP. *BMJ Open*. 2015 Nov 15;15(10):e007284. doi: 10.1136/bmjopen-2014-007284. PMID: 26326419. [Free Article](#). [Similar articles](#)

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Why use Motivational Interviewing

- ▶ Efficacious in 80% of studies
- ▶ Works in 10–20 minutes
- ▶ More visits = bigger effect
- ▶ Broad range of behaviors
- ▶ Health professionals (MDs, RDs, RNs) can be as effective as counselors
- ▶ Works well in minority populations

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Behavior Change Consortium.

Helping people change their health behaviors

... because 97% of us need help!

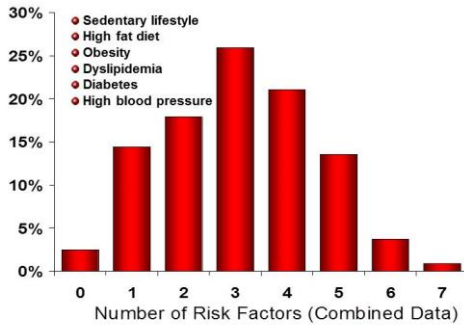
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Aren't fire fighters already fit and healthy?

10

Risks are similar to other Americans
65% ≥ 3 cardiac risk factors
40% ≥ 4 cardiac risk factors



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High Risk Combination

- ▶ Health risks similar to the average American
- ▶ Work is more physically demanding
- ▶ Shift work, sleep deprivation
- ▶ High injury rates
- ▶ Zero to 60 in less than a minute



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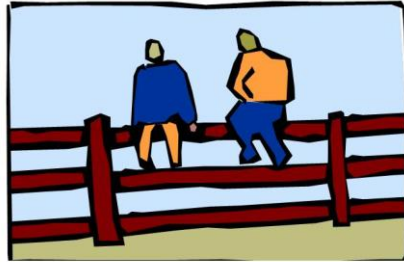


From Lipid Clinic to the Fire House

Cholesterol of 250 mg/dL ?

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Evoking rather than
Supplying



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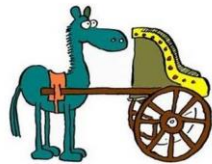
Don't believe me,
check it out with your
own experience

- Buddha



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The "WHY" comes
before the "DO"



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What
happens if
you give
advice to a
person on
the fence. . .



Gas station story

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Sustain Talk

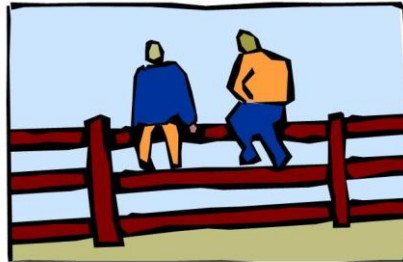
Least desirable situation

when the health provider advocates for change while the patient argues against it



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On the fence



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Change Talk

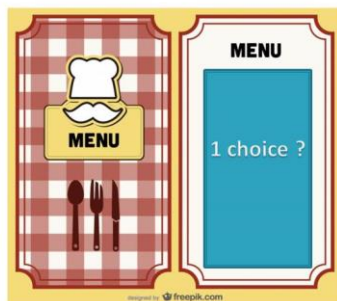
We have pro-change reasons of our own. These reasons are more persuasive than those of others.



Bem's Self-perception theory

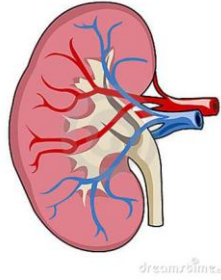
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People like options



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Menu of options



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Long Haul Trucker



Sustain talk and
change talk

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Sustain Talk

- ▶ "Seatbelts and cigarettes! Seatbelts and cigarettes! If I had believed everything the government told me about cigarettes and seatbelts I would have been dead along time ago."
- ▶ "I don't buy it."
- ▶ "It's a bunch of propaganda."
- ▶ *Understand it until the pt is ready to move*

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Change Talk

- ▶ "I'd like to quit."
- ▶ "I've got a new rig."
- ▶ "I am training a new driver and she doesn't smoke."
- ▶ "It is smelly."
- ▶ *Reinforce change talk and ask for more.*

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Research on Sustain & Change Talk

- ▶ Sustain v Change talk
- ▶ Slope
- ▶ Kind

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Listening for Change Talk

Level 1: Preparatory

- I need to, I've been thinking about, I'll try, I want to, I can

Level 2: Commitment

- I will, I am going to, I have already started

Yoda knows the difference

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Change Talk Levels

Court room oath:

"Do you swear to tell the truth, the whole truth and nothing but the truth, so help you God?"

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Spirit of Motivational Interviewing

- ▶ Demonstrate Accurate Understanding
- ▶ Evoke rather than Supply
- ▶ Collaborate rather than Dictate
- ▶ Accept rather than Judge
- ▶ Support Autonomy & Choice rather than Limit Options
- ▶ Support the Client's Best Interest

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Motivation for change
is primarily a by-
product of being
understood

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Two ears and
one mouth

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Is your Mom still driving?



32



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Cowboy from Klamath Falls



People get defensive when their autonomy is threatened

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OARS

OPEN Questions
AFFIRMATIONS
REFLECTIONS
SUMMARIES



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Questions that Evoke Change Talk

(from Miller & Rollnick 2002)

Category: Disadvantages of the status quo

- ❑ What concerns you about _____?
- ❑ What makes you think you need to do something about _____?
- ❑ What hassles have you had in relation to your smoking (or other behavior)?
- ❑ How has this stopped you from doing what you want to do in life?
- ❑ What do you think will happen if you don't change anything?

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Questions that Evoke Change Talk

(from Miller & Rollnick 2002)

Category: Advantages of change

- ❑ How would you like things to be different?
- ❑ What would be the good things about _____?
- ❑ What would you like your life to be like five years from now?
- ❑ What are the main reasons you see for making a change?
- ❑ What do you want?

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Questions that Evoke Change Talk

(from Miller & Rollnick 2002)

Category: Optimism about change

- If you decide to make a change, what would you do to be successful?
- What do you think would work for you if you decide to change?
- When else in your life have you made a significant change like this? How did you do it?
- What personal strengths do you have that will help you succeed?

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Questions that Evoke Change Talk

(from Miller & Rollnick 2002)

Category: Intention to change

- What are you thinking about your smoking (eating habits, exercise) at this point?
- What do you think you might do?
- What would you be willing to try?
- What do you want to have happen?

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Affirming Produces Change Talk,
Expressing Hope & Optimism



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Affirmations & Self-affirmations

- ▶ Emphasize a strength
- ▶ Appreciate a positive actions
 - effort, attempts, commitment
 - even w/o success
- ▶ Evoke self-affirmations "What are you already doing to maintain your health?"

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Reflective statements

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Bummer.



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Pediatric Weight Study

- ▶ No reflections - gained weight -
- ▶ MDs who reflected even once - lost wt
- ▶ Even if you do just a little bit - you can have a Good EFFECT

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Selective Reflections

- ▶ Reinforce change
- ▶ Ignore other stuff
- ▶ Mix it up



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Why not simply ask questions

(from Miller & Rollnick 2013, pp 52-53)

- ▀ Pressing people with questions distances them from what they are experiencing – they step back to analyze.
- ▀ Questions take people to their heads reflections take people to their hearts

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Reflective Listening Clip

<https://www.youtube.com/watch?v=4VOubVB4CTU>

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OARS

OPEN Questions
AFFIRMATIONS
REFLECTIONS
SUMMARIES



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Summaries can:

- *Collect* material that has been offered
- *Link* something just said with something discussed earlier
- *Transition* to a new task

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Giving Information

- ▶ Eye dropper
- ▶ Not shovel
- ▶ Too much information undermines change



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Ask- Provide - Ask



- ▶ What do you already know about _____
- ▶ I have some information you might find useful would it be OK if I shared it?
(Give info and keep it digestible)
- ▶ What thoughts do you have about that?

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What does it take to DO Motivational Interviewing

Research Shows:

- ▶ 2-day workshop

PLUS

- ▶ 4-6 sessions for feedback and coaching

"Clinician's self-reported proficiency in delivering MI has been found to be unrelated to actual practice."

(Miller, Mount 2001, Miller, Yahne 2004)

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“It is through the power of our listening, not the wisdom of our words that we are able to affect the most change”

Carl Rogers

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Resources

- ▶ Motivationalinterviewing.org
 - Provides a listing of trainers around the world
 - Lists trainings that are offered by MINTies (members of the Motivational Interviewing Network of Trainers) in various locations and using different modalities
- ▶ DVD set:
www.changecompanies.net/motivational_interviewing.php

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- ▶ Hettema, et. al. (2005) *Motivational Interviewing. Annual Review of Clinical Psychology*, 1:91–111.

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Meta analyses of MI training

(Schwalbe, et al 2014)

- ▶ Post workshop activities were associated with maintaining or even enhancing skills
- ▶ Coaching and MI-based feedback about real practice were most widely used (and shown to be effective)
- ▶ Effectiveness of these activities was increased with more frequency of trainings, spreading out the activities over 6 months, and increased number of hours spent in activity

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Substantial evidence for MI Spirit

- ▶ High levels of empathy in combination with more complex reflections can lead to reduced sustain talk (Gaume, et al. 2015)
- ▶ Low levels of empathy render the micro-skills less effective and may even be toxic
- ▶ MI spirit predicted higher levels of self-exploration, Borsari, et. al.(2014)
- ▶ Higher levels of self-exploration predicted better outcomes, Apodaca, et. al.(2014)

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MI-Inconsistent Assumptions and Traps *(Miller & Rollnick 2013)*

- ▶ I am the expert on why and how clients should change
- ▶ I collect information about problems
- ▶ I rectify gaps in knowledge
- ▶ Frightening information is helpful
- ▶ I just need to tell them clearly what to do

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MI-Consistent Assumptions and Practices

- ▶ I have some expertise, and the clients are the experts on themselves
- ▶ I find out what information clients want and need
- ▶ I match information to client needs and strengths
- ▶ Clients can tell me what kind of information is helpful
- ▶ Advice that champions client needs and autonomy can be helpful
