



MPCCA

Montana Primary Care Association

Motivational Interviewing Session 4

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Agenda

1. Spirit of MI - Compassion
2. Strategies when Change Talk is Tough to Evoke
3. MI and Ethical Issues
4. Practice, Practice, Practice!



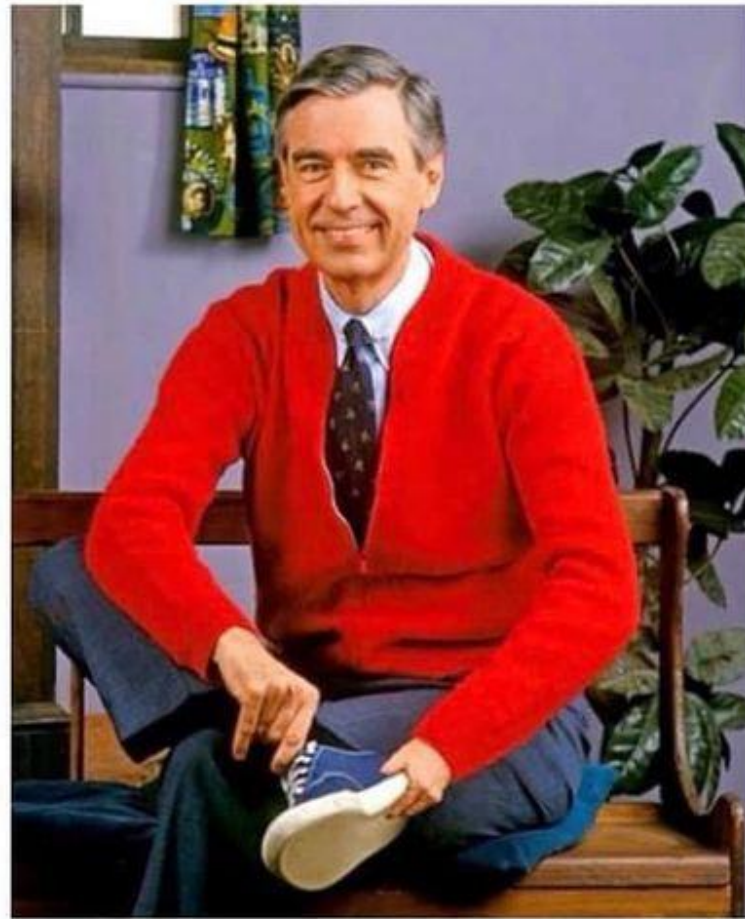
Successes or Challenges?



Did anyone try a skill last week and have a success or challenge they are willing to share?



Spirit of MI



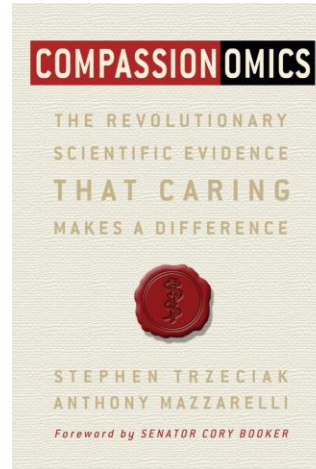
“There are three ways to ultimate success: The first way is to be kind. The second way is to be kind. The third way is to be kind.”

—MISTER ROGERS



Compassion

- 80% higher odds of better blood sugar control in patients with diabetes
- Pt with a common cold had improved symptoms
- Pts more likely to take medications
- Lower Healthcare Costs



- 56% of physicians believe they do not have time for compassion
- 40 seconds of compassion makes a meaningful difference for patients
 - Powerful to the workers delivering compassion also
 - Triggers reward pathways in the brain



Showing Compassion in Difficult Situations

- ❑ Things we've all heard and are embarrassed to admit...
 - ❑ "They chose drugs over their kids."
 - ❑ "They are going to die because they won't change their diet."
 - ❑ "They don't care about their job – They'd rather just go on welfare."
 - ❑ "They won't change anyway. Why should we refer them to Behavioral Health?"
 - ❑ "They don't care about their kid's health/education/feelings/etc."



"Yes, I work well with others - just not with *these* others."



Autonomy

- "It's up to you."
- "You have a few options..."
- "I wonder what would work best for you..."
 - Can be said in a friendly, supportive way
 - Matter-of-fact
 - Cynically
 - As a threat...

When a woman says
"do whatever you want"
do NOT do whatever
you want.



someecards
user card



Reframing and Shifting Attention

“My mom is always nagging me about vaping, but it’s not a big deal. Everyone does it.”

- “She is worried about you.”

“You think I’m a bad parent.”

- “I’m worried about the impact this (disease/situation/stressor/etc) is having on you and your whole family.”

“You only are here because you get paid. “

- “This is how I support myself, but that’s not the only reason I do the work. I am worried about...”



Apologize



When you notice discord, it is not too late to apologize...

“You don’t understand.” “Your life is perfect. You don’t get it.”

- “I’m sorry. Tell me what you want me to understand.”

“You have no idea what my life is like. You can’t tell me what to do.”

- “You’re right. I’m sorry if I was sounding bossy.”



The Pendulum

If someone is giving you repeated “Yeah but...” or appears to be only giving you sustain talk, continue reflecting listening for the swing in the pendulum.

Pt: I know I should improve my diet, but it’s so hard.

BH: What do you think are some reasons to change your diet?

Pt: That’s what I mean, I just don’t think I can.

BH: It’s too hard for you.

Pt: I’m just really busy and fast food is cheap and quick and delicious.

BH: It’s convenient for your lifestyle. What else makes diet change difficult?

Pt: I hate to cook. I have no time to meal prep. It’s just easier.

BH: So it’s quick, easy, tasty, and convenient to continue this diet. What’s the downside of the way you are eating now?

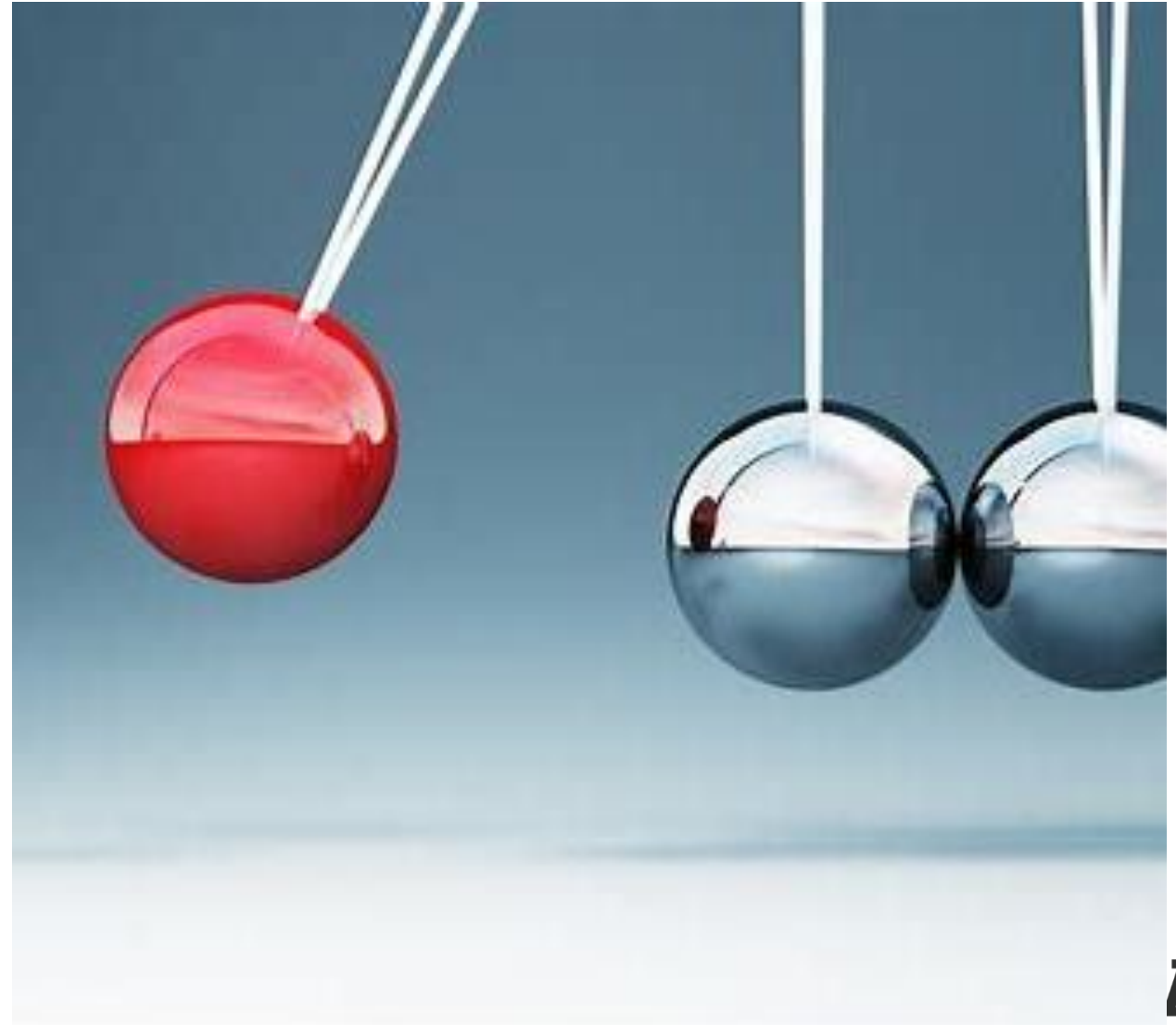
Pt: My health, weight, blood pressure, and I have pre-diabetes...



Pendulum

Reflecting the sustain talk at first creates a natural swing to the change talk when it is difficult to evoke change talk initially.

- Remember – it's easier to change when I accept myself and feel accepted



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Come Alongside

Connect with their reluctance without endorsing it.

“Maybe you are right. This is too hard for you no matter how important it is to you.”

“Maybe you need to keep smoking no matter the consequences.”

“So for now, repairing this relationship is impossible.”



Context & Ethical Consideration

Where you are impacts how you work...

Ex) Going to the Dentist –

“I brush once per day and sometimes floss. I know I am supposed to, but I get busy and tired and just forget.”

In this context, what do I expect?

Ex) Going to a therapist –

“I’ve been thinking about having an abortion. I’m not sure what to do. I think I’m 6 weeks along. I haven’t told my boyfriend yet, but I just am not ready to have a baby. I mean, it would change my life so much, but also, I was raised in the church, and I don’t believe in abortion.”

In this context, what do I expect?



Ethical Guidelines

1. Best Interest of Person – Not your personal opinion.
2. Autonomy – They have freedom of choice.
3. Honesty – Disclose your strong emotional or ideological investment.
4. Conflict of Interest – Be transparent.
5. If something is dangerous – do use your skills to express concerns and transparently discuss with the person.
6. Evoke THEIR motivation.



Manipulation

MI is meant to evoke a person's own motivation, not instill motivation.

EX) Danish Departure Centers for refugees attempted to use MI to encourage refugees to leave their country. They had police officer interview refugees monthly using MI strategies. In research, both the officers and refugees felt the interviews were "frustrating and aversive."

Bill Miller has said that using the strategies of MI with the SPIRIT of MI is like the "words without the music."



Compassion in *your* Context



How do you and your co-workers discuss difficult situations or people?

How does this impact how you treat those situations or people?

How do you role model the Spirit of MI in your workplace?

How do you impact your workplace culture by your understanding of the Spirit of MI?

Is there anything you can do differently?



Real Play

Break out rooms of 4 individuals.

Choose a real situation you feel ambivalence about like

- Drinking less coffee
- Exercising more
- Eating healthier
- Spending more time with your kids
- Spending less time watching television
- Cutting your bangs
- WHATEVER you have some thought of changing in your life

Spend about 6-7 minutes in the interview; Give feedback; Switch Groups; 6-7 minutes in the interview; Give Feedback.

Use Quick Reference Guide – In Chat



Dancing or Wrestling?

Are you more invested in the person's change than they are?

Are you working harder than the individual?

Are you arguing for the change while they argue against it?

Am I trying to talk people into what I believe is best?

Am I using MI to try to manipulate?

Walk with your patient and believe they will change.

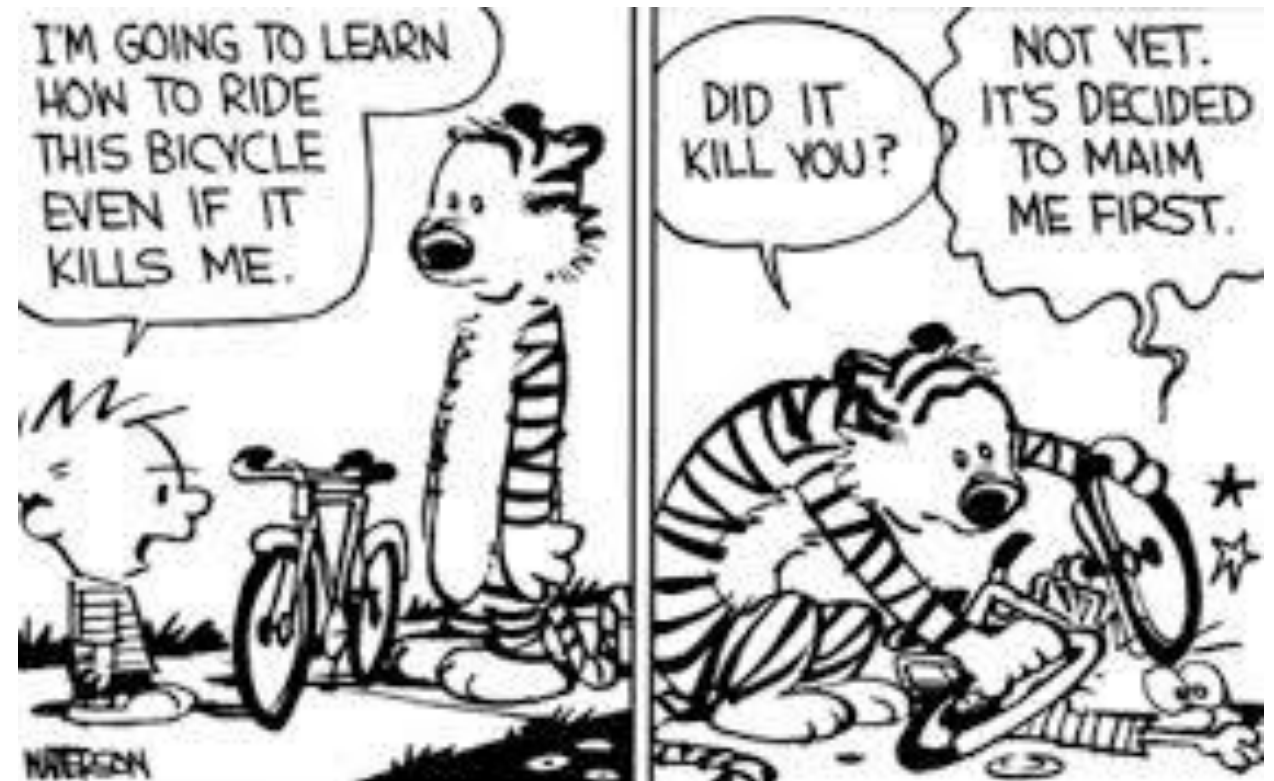
- Ask:
 - "If you decided to make this change, where would you start?"
 - "What would increase your confidence in your ability to make this change?"
 - "Tell me about some other times you tackled something difficult."
 - Then, reflect their responses so they can hear their own motivation.

You may believe you know what is in the best interest of the patient, but you are NOT them.



Learning to Ride a Bike

- “You need knowledge, and you need skill. Knowledge you can even get just from reading a book. Skill you cannot – you need to practice again and again.”
 - Paul Ekman



Any Final Thoughts?

I can't change
the world, but I can change
the world in me. -Bono-



Upcoming Trainings

[Collaborative Documentation - Montana Primary Care Association \(mtpca.org\)](https://mtpca.org)

Tuesday, March 19th 9:00-10:00

[A Primary Care Approach to Treating Substance Use - Montana Primary Care Association \(mtpca.org\)](https://mtpca.org)

Wednesday, March 20th 12:10-1:00

[Stronger Together - Montana Primary Care Association \(mtpca.org\)](https://mtpca.org)

Thursday, April 4th 9:00-10:00



Sources:

Motivational Interviewing: Helping People Change and Grow. Miller, William R., Rollnick, Stephen. 2023.

[Micenterforchange.com](https://micenterforchange.com)

[Motivationalinterviewing.org](https://motivationalinterviewing.org)

