

Motivational Interviewing for Medicaid Health Providers

Overview

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Motivational Interviewing

Important Points

- Behavior problems are common and change is hard
- Change is a process that can go through various stages from pre-contemplation to action. Interventions are most effective when they are geared to where the patient is in that process.
- Patients are often ambivalent about change.
- Provider Centered approach; everyday persuasive strategies and language may trigger non-compliance in patients! (some might say patients that are resistant!)
- Why Is This Patient “Noncompliant”? Issue resistance – the patient reasoning or making sense about the behavior OR
- Relational resistance - how provider responds to patient’s issue resistance
- Patient Centered approach; motivational Interviewing, a patient centered approach, can help tip the balance in favor of change.
- Motivational Interviewing is an evidence based approach to help patients develop internal motivation to change.
- Motivational Interviewing tools and techniques provide structured and efficient ways to help patients develop internal motivation to change.
- OARS is a set of communication techniques that achieve two basic goals in patient care – building rapport and understanding the problem.
- Reflections are essential and are used to repeat or rephrase what the patient has said. OARS and reflections often generate change talk.
- Thinking and talking about change pave the way for change. Change talk is patient speech that favors movement in the direction of change such as when the patient: recognizes the problem, expresses concern, expresses awareness, sees the benefits of change, or sees the cost of not changing.
- Change talk increases the chances that your patient will make actual changes.
- Change talk can be elicited with strategic questions and by probing for elaboration and examples.