Motivational Interviewing: A Patient-Centered Approach to Communication

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Presenter Disclosure

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The following relationship exists:
Radius Health, Spouse owns stock

Objectives

• Describe characteristics of patient-centered communication
• Describe situations in which motivational interviewing skills are helpful
• Respond to an example patient statement in a patient-centered manner
Outline

• Patient case introduction
• Characteristics of patient-versus provider-centered communication
• Motivational interviewing
  • Background
  • Pieces and how they fit together
  • Formulate a patient-centered response
• Resources

Patient Case 1

• 16-year old girl with cystic fibrosis
• Medications
  • azithromycin 500 mg PO MWF
  • dornase alfa 2.5 mg daily via nebulizer
  • lansoprazole 30 mg PO daily
  • vitamin D3 5000 units PO daily
  • pancreatic enzymes with meals and snacks
  • fluoxetine 40 mg PO daily
  • PEG 3350 PO PRN
  • loratadine 10 mg PO daily
  • aztreonam 75 mg TID via nebulizer
  • Chest physiotherapy BID (↑ frequency when symptomatic)

Patient Case 1

• Adherent with oral medications
• Occasionally forgets to take pancreatic enzymes
• Frequently skips nebulized medications and chest physiotherapy
  • “I just don’t want to do it. I don’t like taking everything to my friends’ houses and I don’t have time for anything else if I’m doing it.”

• What are your first thoughts?
• What is your responsibility as her pharmacist?
• What is an appropriate patient-centered response to this patient?
Patient Case 2

- 62-year old man with a history of hypertension
- **Pharmacy intern:** “You’ve lost weight – you look great!”
- **Man:** “Yep, thanks to these babies right here” (pats shirt pocket and pulls out a pack of cigarettes)
- **Pharmacy intern:** “……”

- What are your first thoughts?
- What is your responsibility as his pharmacist?
- What is an appropriate patient-centered response?

Motivational Interviewing

- A patient-centered approach to counseling
  - Patient is an **active participant**
  - Roots in addiction counseling
  - Respect
    - For the patient
    - For their reasoning process (even if flawed)

Provider-Centered Care

- “I just need to tell my patients what to do”
- “I just need to educate my patients”
- “I need to empower my patients”
- “It is my job to motivate my patients”
- “I need to fix or save my patients”
Provider-Centered Care

• “I do disease management”
• “My patients lie to me”
• “I feel like I am wrestling with my patients”
• “I am the expert here”
• “My patients are difficult and often in denial”

Berger BA, Villaume WA. Motivational Interviewing for Health Care Professionals. 2013, Washington DC: American Pharmacists Association

Patient-Centered Care

• “Respecting the patient as a whole person”
• “Honoring the patient’s right to decide”
• “Individualizing care”
• “Personalizing care”
• “Facilitating the patient’s experience”

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Patient-Centered Care

• “Respect”
• “Genuineness”
• “Congruence”
• “Transparency”
• “Shared decision making”
• “A sense of safety and care”

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Question #1

- Which is a characteristic of patient-centered care?
  
  A. “I feel like I am wrestling with my patients”
  B. “Honoring the patient’s right to decide”
  C. “I am the expert here”
  D. “I need to motivate my patients”

Motivational Interviewing

- Useful with patients who are:
  - Ambivalent
  - Resistant

- Critical components
  - Understanding how the patient makes sense of their disease and its treatment
  - Assessing confidence level in making a positive change
  - Developing and maintaining rapport

Sense-Making

- Ask the patient what they understand about the issue at hand
  - Eg. Consequences of not treating (or inadequate treatment of) their disease state
  - Allows you to target what information you give them
  - Correct flawed lines of reasoning

Sense-Making

• Transition before giving new information
• Allow the patient to draw the conclusion
  • Avoid: “...and so that is why you should take your blood pressure medication.”
• Give them some space
  • Patients may need time to think about the new information

Confidence

• Listen for indications that a patient is overwhelmed
• They may need help figuring out the smaller steps
• The ruler
  • On a scale of 1 to 10, how confident are you that you can manage twice daily chest physiotherapy?
  • Anchor the ruler
  • Ask a follow-up question to explore

Rapport

• Patient-centered communication builds rapport
  • Reflect their concern
  • Respect their reasoning, even if flawed
  • Ask the patient to draw conclusions about new information
  • Let the patient set the agenda
  • Be explicit with expressions of empathy
  • Avoid shaming or blaming
Motivational Interviewing
• Requires a lot of attention to how we are communicating with our patients
• Much of it is not intuitive
• If it doesn’t feel awkward at first, you may not be doing it right
• Start with one skill at a time

Patient-Centered Responses
• Initial response:
  • Reflect the patient’s concern
    • Verbatim
    • Paraphrase
    • Reframe
  • Be as accurate as possible
  • Avoid correcting or “fixing” before establishing rapport and exploring the issue

Question #2
A patient tells you that he does not want to take his oral diabetes drug because it is expensive and he feels fine
• Which is a patient-centered response?
  A. “You may feel fine, but you still need to treat your diabetes.”
  B. “We can find you a cheaper alternative.”
  C. “Because you feel fine and the medicine is expensive, you really don’t see why you should take it.”
  D. “It’s up to you.”
Question #3
A patient tells you they do not want the flu shot this year because they got the vaccine last year and got the flu anyway.

Which is a patient-centered response?
A. “It’s free with your insurance. You might as well get one.”
B. “It’s not 100%, but it can still reduce your chances.”
C. “Well you probably got a different strain of the flu. This year’s vaccine is a better match.”
D. “Because you got the flu anyway last year, you’re wondering ‘why get the shot again?’”

Exercise

Patient Case 1: Teenage girl with CF who admits to you that she frequently skips her chest physiotherapy
“I just don’t want to do it. I don’t like taking everything to my friends’ houses and I don’t have time for anything else if I’m doing it.”

What would be a patient-centered response?

Exercise

Patient Case 2: Man who has lost weight by starting to smoke cigarettes

What would be a patient-centered response?
Summary and Tips

• Motivational interviewing is patient-centered
• Helpful with ambivalent or resistant patients
• Requires close attention to how we are communicating with our patients
• Reflection after interactions is critical
• Attend a comprehensive training course if possible
• Start with one skill at a time

Online Resources

• http://www.thedoctorschannel.com/collections/cme-collections/tobacco-cessation-cme/
  • 10-part CME program