



The Webinar will begin promptly at 12pm

Due to the number of participants, you will be automatically placed on mute as you join to ensure good quality sound. If you would like to comment or ask a question, please use the “chat feature”

Send your questions to the host via the chat window in the Zoom meeting.

Q+A will open at the end of the presentation.

Follow-up questions?

Contact



Samantha Di Paola

sdipaola@healthmanagement.com



GUIDING: USING MOTIVATIONAL INTERVIEWING SKILLS TO GUIDE CONVERSATIONS

PRESENTED BY:
Marsha Johnson, LCSW
Suzanne Daub, LCSW

Wednesday,
March 8, 2023
12:00 pm – 1:00 pm ET

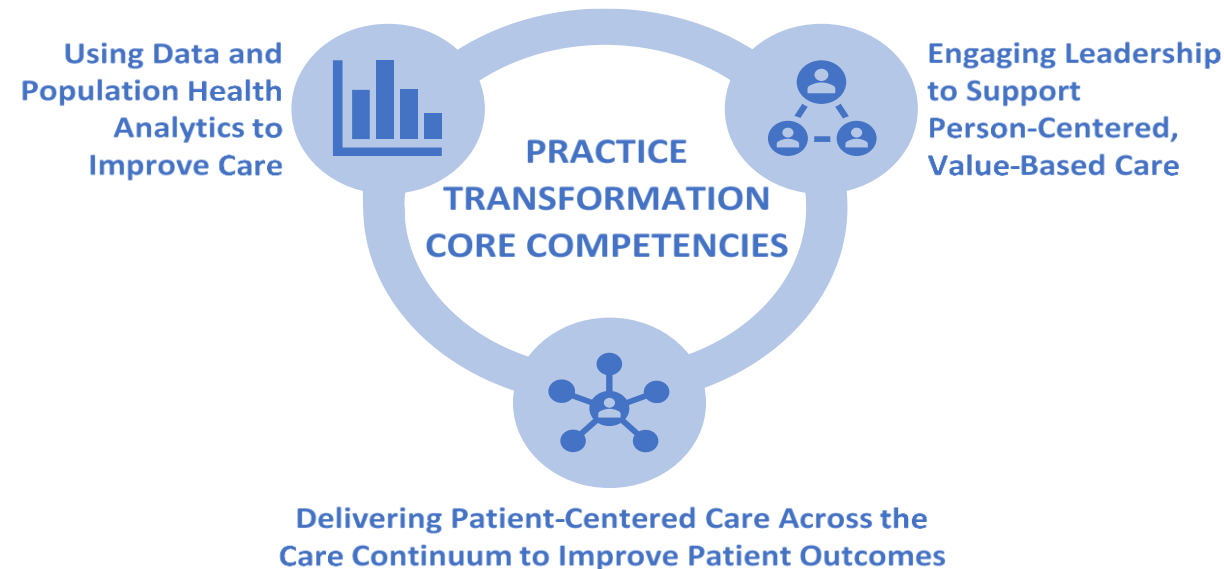
Integrated Care DC is managed by the DC Department of Health Care Finance (DHCF) in partnership with the DC Department of Behavioral Health (DBH). This project is supported by the U.S. Department of Health and Human Services (HHS). A total of \$3,500,365, or 81 percent, of the project is financed with federal funds, and \$810,022, or 19 percent, is funded by non-federal sources. The contents are those of the author(s) and do not necessarily represent the official views of, or an endorsement by, HHS or the U.S. Government.

WHAT IS INTEGRATED CARE DC?



- » Integrated Care DC aims to enhance Medicaid providers' capacity and core competencies to deliver whole-person care for the physical, behavioral health, substance use disorder, and social needs of beneficiaries.
- » Integrated Care DC is managed by the DC Department of Health Care Finance (DHCF) in partnership with the DC Department of Behavioral Health (DBH). Health Management Associates (HMA) provides the training and technical assistance.

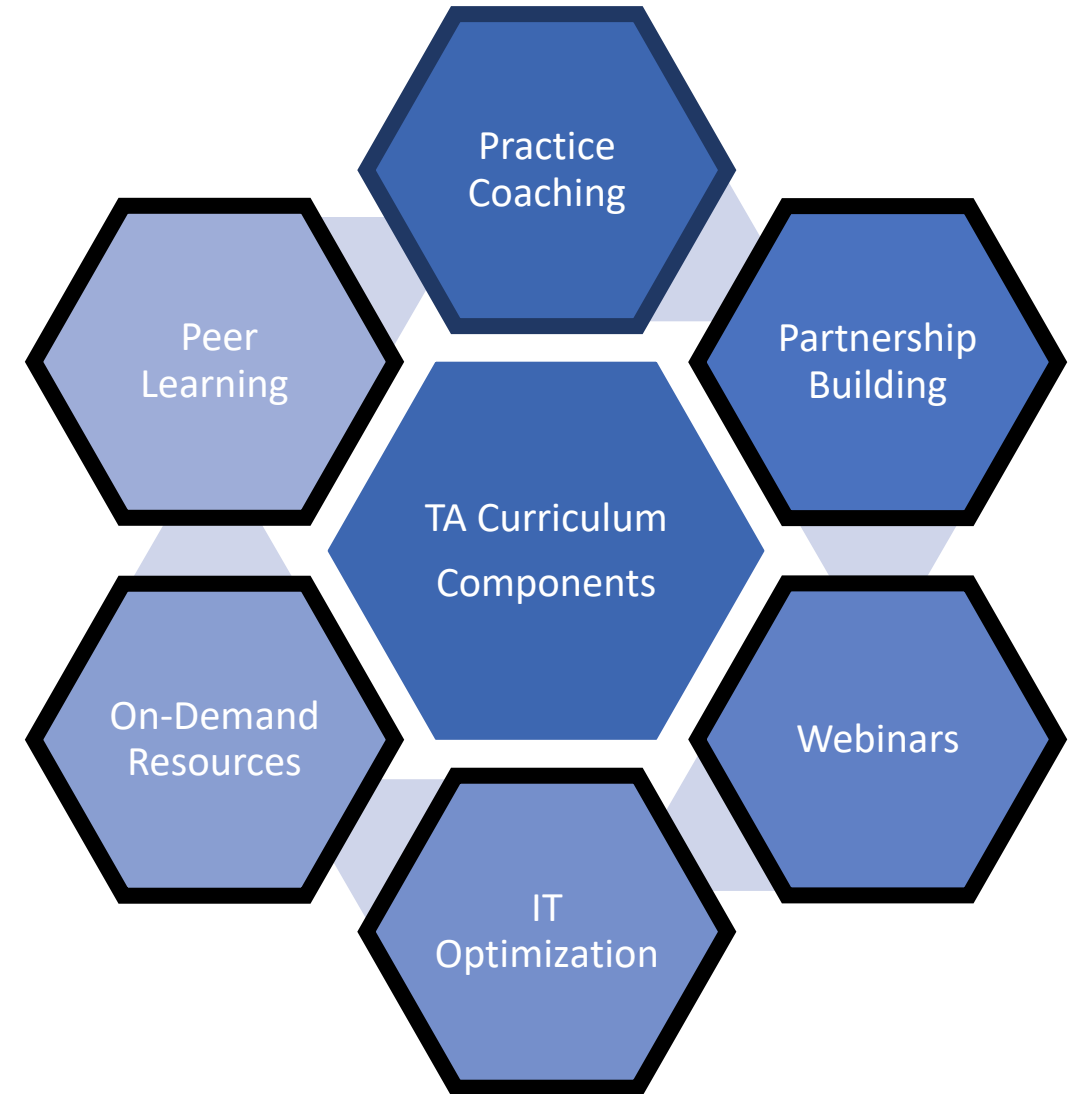
The program's goal is to improve care and outcomes for Medicaid beneficiaries within three practice transformation core competencies:



WHY PARTICIPATE IN INTEGRATED CARE DC?



- »» Integrated Care DC will help ensure you have the infrastructure, knowledge, and tools you need to deliver high-value care.
- »» Our coaching team includes primary care, psychiatric, addiction medicine, and behavioral health clinicians with deep expertise in integrated care models.
- »» Educational credit is offered at no cost to attendees for live learning sessions.



>> **Are you receiving our Integrated Care DC Newsletters?**

Check your inbox on the 1st and 3rd Tuesday for the Monthly Newsletter and the Mid-Month Update.



>> **Got ideas?**

Take this short survey to share suggestions and requests for trainings.

<https://www.integratedcaredc.com/survey/>



PRESENTERS



Marsha Johnson, LCSW
TA Coach/SME
mjohnson@healthmanagement.com



Suzanne Daub, LCSW
TA Coach/SME
sdaub@healthmanagement.com

Faculty	Elizabeth Wolff, MD, MPA CME Reviewer	Muriel Kramer, LCSW, FNAP CE Reviewer	Suzanne Daub, LCSW Presenter	Marsha Johnson, LCSW Presenter
Company	No financial disclosures	No financial disclosures	No financial disclosures	No financial disclosures
Nature of relationship	N/A	N/A	N/A	N/A

HMA discloses all relevant financial relationships with companies whose primary business is producing, marketing, selling, re-selling, or distributing health care products used by or on patients.

- » Health Management Associates (HMA), #1780, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. HMA maintains responsibility for this course. ACE provider approval period: 09/22/2021–09/22/2025. Social workers completing this course receive 1.0 continuing education credits.
- » To earn CE credit, social workers must log in at the scheduled time, attend the entire course and complete an online course evaluation. To verify your attendance, please be sure to log in from an individual account and link your participant ID to your audio.
- » The American Academy of Family Physicians (AAFP) has reviewed Integrated Care DC Webinar Series and deemed it acceptable for AAFP credit. Term of approval is from 02/08/2022 to 02/07/2023. Physicians should claim only the credit commensurate with the extent of their participation in the activity. This session is approved for 1.0 Online Only, Live AAFP Prescribed credits.
- » **If you would like to receive CE/CME credit, the online evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.
- » Certificates of completion will be emailed within 10–12 business days of course completion.

Guiding: Using Motivational Interviewing Skills to Guide Conversations

- » Welcome and Program Announcements
- » Learning Objectives
- » Overview of Key MI Concepts
- » Guiding to Clarify the Person's Agenda
- » Guiding to Develop Discrepancy
- » Guiding to Transition the Conversation
- » Closing Remarks/Q&A

LEARNING OBJECTIVES



1. Differentiate between guiding, directing, and following in a counseling engagement
2. Identify guiding strategies to develop discrepancy
3. Practice using guiding strategies to transition conversations to a new focus and planning



Source: [RippleMatch](#)

GUIDING: USING MOTIVATIONAL INTERVIEWING SKILLS TO GUIDE CONVERSATIONS

Directing

- Telling people what to do
- Providing unsolicited advice
- Using the righting reflex
- Premature planning

Guiding

- Listen & help the person do what they want
- Focusing on the person's agenda
- Building on change talk
- Making effective transitions
- Walking alongside

Following

- Don't try to influence people at all
- Listening without shaping conversation
- Reflecting sustain talk and change talk equally
- Not focusing the conversation

Engage: Establish a working relationship

Focus: Clarify the person's agenda

Evoked: Elicit the reasons for change: **Open Ended Questions, Affirmations, Summaries (OARS)**

Plan: Develop and commit to a plan of action

“I have so much going on with my health. I have to see the cardiologist, the pain specialist, and the endocrinologist, and I need to make all those appointments. I really do not want to see all these doctors. The doctor wants me to get my bloodwork before I see the endocrinologist because they need to check my sugars. I haven't had blood work in over a year. And you know this depression has really gotten in the way of keeping up with my health.”

FOCUS BY USING REFLECTION + OPEN-ENDED QUESTION

“That is a lot of things going on at once. It sounds overwhelming. Which of all of these “to-do’s” *is most important to you?*”

“I don’t know. I think this pain is really making life difficult, and I think it’s making me depressed again. So, I guess seeing the pain doctor is most important.”

**EVOKE WITH A REFLECTION
+ OPEN-ENDED QUESTION**

“The pain is causing you to feel depressed. What would you like to get from the pain specialist?”

“I want them to figure out how to better manage my pain. I have been taking a lot of pills and I want to find out if there are other ways to help manage the pain — not just more pills.”

**EVOKE WITH AN
AFFIRMATION + OPEN-ENDED
QUESTION**

“You’ve been trying so hard to manage your pain. How do you imagine your life will be different if your pain is managed?”

“I know I missed my appointment last week. There was so much going on. My granddaughter graduated from high school last week, she is accepted to a great college and got a full scholarship on top of that. She has worked so hard to achieve this. I am really proud of her. I didn't even get to finish high school and look at her. It took a lot out of me to raise her. I am just so happy for her.”

CHAT IN

- ✓ What could you say to focus this conversation and clarify the person's agenda?
- ✓ HINT: Try using an affirmation or reflections + open ended question

- » Developing Discrepancy refers to creating a gap between current behavior and a desired change
- » The goal is to bring attention to behavior with compassion and give the person the opportunity to decide on any changes
- » Developing Discrepancy is useful when a person wants to change their behavior:
 - Has not taken any action
 - Does not consider the change as important
 - Is not aware of the need for change

For Example

- Being a smoker, and believing smoking is bad for you
- Continuing an intimate relationship when you know it is negatively impacting your mental health

Using a Reflection to Develop Discrepancy

“You want to feel less anxious, **and** you have stopped taking your medication that helps with the anxiety”.

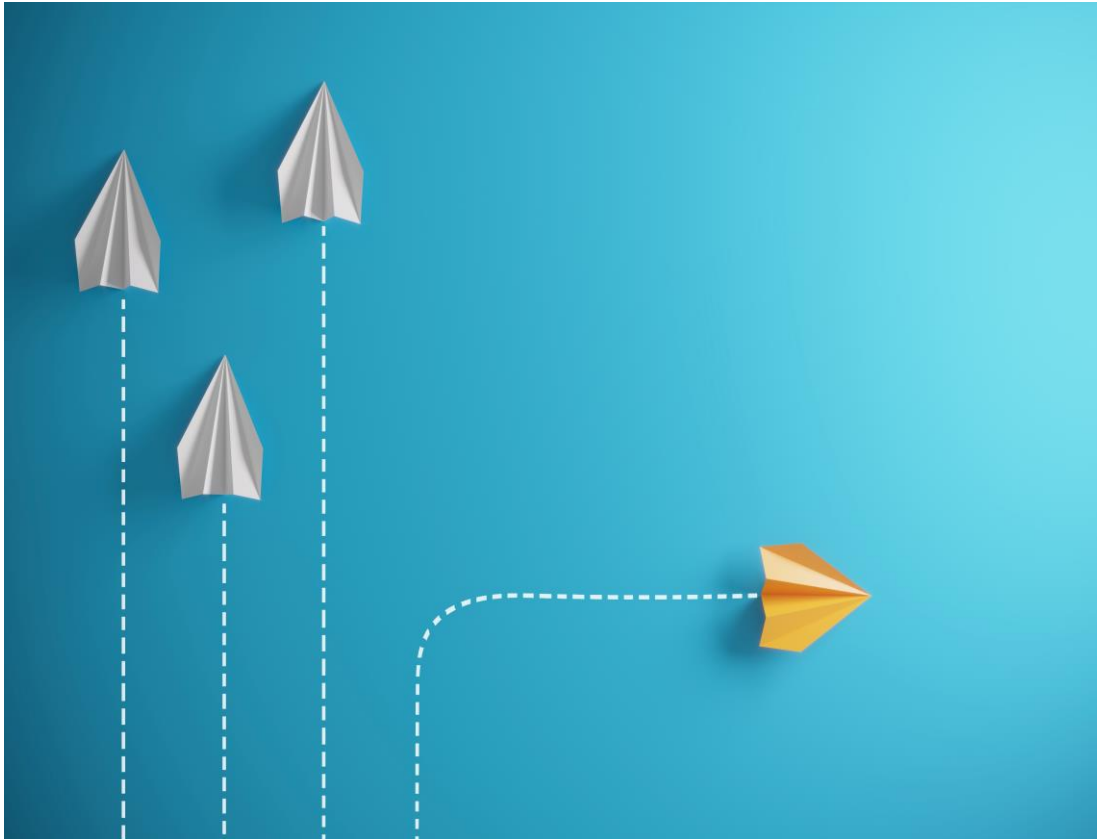
Using a Summary + Question to Develop Discrepancy

“Last time we talked, you shared how important your family and friends are to you. You also shared a story about your mother stopped leaving the house because of her anxiety and how the isolation really limited her joy and sense of connection with people who were important to her. You were so sad in talking about your mom. Today, we are talking about how the panic attacks are limiting your ability to leave the house and you have been spending less and less time with loved ones in the last couple of months. When you think about these your mom’s story and your current situation side by side, what comes to mind?”

“I like to feel good about myself and my health. I feel my best when I am on the go, active and keeping up with everything. This depression bothers me. I feel tired and I’ve lost my motivation and it’s getting worse every day. Thinking about seeing a therapist scares me. I don’t want to have to share a bunch of personal stuff. I don’t trust people that easily and a stranger is even worse. I have heard about some bad experiences with therapy, and I don’t need to make my life more challenging now.”

CHAT IN

- A reflection that develops discrepancy
- A brief a summary + question to develop discrepancy



Source: Behavioral Health Group (BHG)

Why transition?

- Shift the conversation to a new topic
- Ready to move from evoking to planning

Use a Summary (New topic)

“As you were talking about your plans with friends over the last couple of weekends, you mentioned that partying is your go-to every weekend with friends.

Can we talk a little bit about your relationship to drinking?”

Summary (Move to planning)

You have been having trouble with taking care of things in your home and your memory problems are worrying you especially when it comes to using the stove. After thinking through it, you are committed to getting some services and supports in your home. What might a good next step be?

“I have got to lose weight. I used to exercise all the time and I just lost my get-up-and-go lately. I felt so much better when I was exercising both physically and mentally. My new job is keeping me busy, and I can’t keep up with things.”

REFLECTION: “Your busy schedule is getting in the way of exercise.”

“I signed up for the gym again last week but have not gone yet. But I am going to do it. No ifs, ands or buts about it. I hate wasting money so I will figure out how to get there.”

CHAT IN

- A summary + open ended question

- » Motivational Interviewing is not just a collection of skills; it is a practice. So, **keep practicing!**
- » Of the three main approaches to helping, Motivational Interviewing prioritizes **guiding**
- » Focusing and evoking using Open Ended Questions, Affirmations, Summaries (OARS) can help **clarify the person's agenda, develop discrepancy, and transition** to another topic or to planning



Source: Nirvana Healthcare Management Services

- » Berger, B.A. & Villaume, W.A. (2019). *Motivational Interviewing for health care professionals* (2nd ed.). American Pharmacists Association.
- » DiClemente, C. C., Corno, C. M., Graydon, M. M., Wiprovnick, A. E., & Knoblach, D. J. (2017). Motivational Interviewing, enhancement, and brief interventions over the last decade: A review of reviews of efficacy and effectiveness. *Psychology of Addictive Behaviors*, 31(8), 862.
- » Grupp-Phelan J, Stevens J, Boyd S, et al. (2019) Effect of a Motivational Interviewing–based intervention on initiation of mental health treatment and mental health after an emergency department visit among suicidal adolescents: A randomized clinical trial. *JAMA Netw Open*. 2019;2(12):e1917941. doi:10.1001/jamanetworkopen.2019.17941.
- » Hohman, M. (2021) *Motivational Interviewing in social work practice* (2nd ed.). The Guilford Press.
- » McNeil, D. W., Addicks, S. H., & Randall, C. L. (2017). *Motivational Interviewing and motivational interactions for health behavior change and maintenance*. Oxford.
- » Rollnick, S. & Miller, W.R. (2012). *Motivational Interviewing: Helping people change* (3rd ed.). The Guilford Press.

Q&A



Marsha Johnson, LCSW
mjohnson@healthmanagement.com



Suzanne Daub, LCSW
sdaub@healthmanagement.com

- Please complete the online evaluation! **If you would like to receive CE or CME credit, the evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.
- The webinar recording will be available within a few days at: www.integratedcaredc.com/learning
- **Upcoming Webinar:**
 - *Treatment Planning (Quality & Population Health Series, Part 2)*
March 14, 2023, 12:00 pm–1:30 pm ET
- For more information about Integrated Care DC, please visit: www.integratedcaredc.com