

The background of the slide features a dark blue gradient. In the upper half, there are two dark silhouettes of people jumping joyfully with their arms raised. The overall mood is one of celebration and achievement.

Case Management Redesign

Using Motivational Interviewing Skills to Strengthen Change

July 25, 2023

HEALTH MANAGEMENT ASSOCIATES

Public Meeting Notice

- Please note this meeting is open to the public and is being recorded.
- Anything said during this meeting may be part of the Public Record.
- We will not discuss the CMA RFP or related issues; please direct your questions about the CMA procurement to HCPF.

Presenters



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Agenda

- Introductions, Recording & Meeting Guidelines (5 min)
- Poll: Who is here? (2 min)
- Presentation & Activities: Motivational Interviewing (43 min)



Poll: Who Is Here Today?



Learning Objectives

- Understand the core principles and spirit of motivational interviewing
- Practice skills in using open-ended questions to elicit and explore members' motivations and goals
- Learn reflective listening techniques to enhance member engagement and understanding
- Discover strategies for providing affirmations to reinforce positive behaviors and strengths



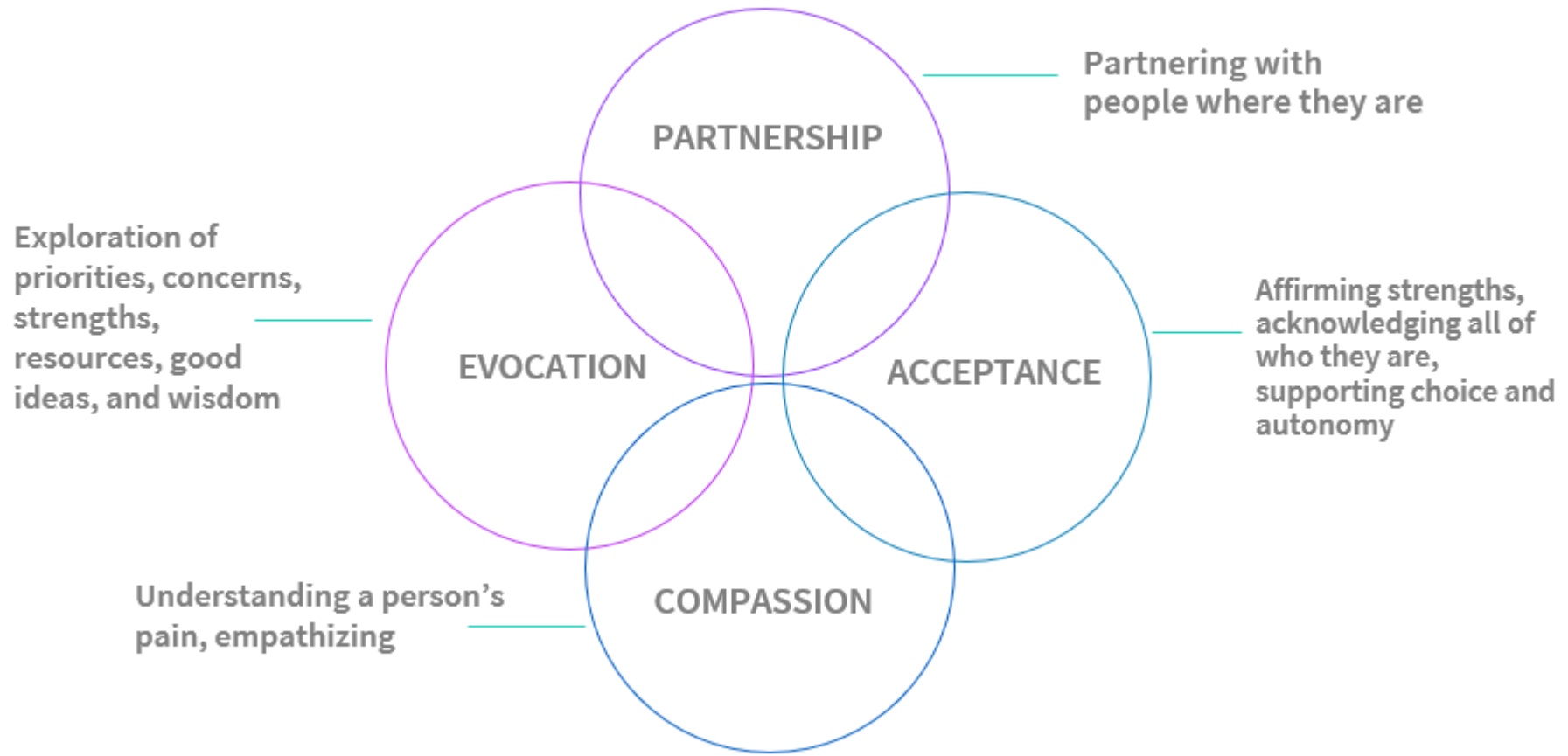
Motivational Interviewing (MI)

HEALTH MANAGEMENT ASSOCIATES

What is Motivational Interviewing?

- Purpose – Resolve ambivalence about making a change and motivate action
- MI is NOT about getting someone to do something they don't want to do

The Spirit of Motivational Interviewing



The Righting Reflex

- As case managers, we sometimes (or maybe often) feel a strong urge to tell the people we work with what to do, because we believe we know what would work
- This is essentially an immediate response (a reflex, if you will)



The Four MI Processes

Engage: Establish a working relationship

Focus: Clarify the person's agenda

Evoke: Elicit the reasons for change

Plan: Develop and commit to a plan of action



OARS

- Open-ended questions
- Affirmations
- Reflections
- Summaries

OARS: Open-Ended Questions



Is it an open-ended or close-ended question?

- What are you planning to buy today at the supermarket? - Open
 - How exactly did the fight between the two of you start? - Open
 - Can I help you with that? - Closed
 - What was your high school experience like? - Open
 - How did you and your best friend meet? - Open
 - Are you feeling better today? - Closed
 - Is the prime rib a special tonight? - Closed
-
- Pro-tip: Be mindful not to “close” an open question, e.g., Which is your best time to do that, in the morning or the afternoon?

Let's try asking an open-ended question...

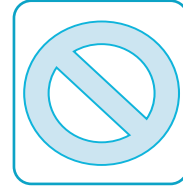
- “I’m sick of following everyone’s rules, I want everyone to just leave me alone.”



Photo by [Chris Ainsworth](#) on [Unsplash](#)

OARS Affirmations

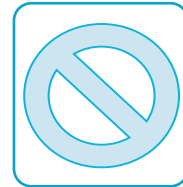
- Positive statements about the person: strengths and accomplishments
- Not praise or compliments
- Descriptive: link the affirmation to the behavior



“You’re a great friend”



“The way you ask your friends how they are doing shows how much you care about them”



“I’m sure you can do this”



“You took the bus last month even though you had never done it before; that’s a strong sign you can take on hard change”

Let's try an affirmation...

- I know I'm supposed to take my medicine every day, but it's not that easy to remember. I put my medicine bottles in the kitchen, so I see them when I get something to eat.





OARS: Reflection

- A reflection is a statement that holds up a mirror to your conversation
- It lets the person you're talking to hear what they've said
- It conveys empathy
- It shapes the direction of the conversation
- It may be the first time this has ever happened to them

Simple Reflection

- Use reflection when you want to keep the conversation going, but you don't want to direct it
 - Repeat what the person has said
 - Slightly rephrase what the person has said

For Example...

- I appreciate your openness and honesty today
- You don't give up, even when it's tough going
- The way you carefully think through things shows how much you care about them
- You worked so hard to figure it out
- You didn't know if you could do it, but you tried anyway
- You are determined to get your health back
- Despite your difficulties, you're still willing to try

Let's try a reflection...

- I'm so sick of having to wait for hours before I see my doctor, it's so hard, I'm not sure I can keep doing it. But I like my doctor, so I'll stick with them.



Summaries

- Highlight important aspects of the discussion
- Shift the direction of conversations that have become “stuck”
- Highlight both sides of an individual’s ambivalence about change
- Communicate interest and understanding of an individual’s perspective
- Ensures clear communication between the speaker and the listener

Practice is everything

- Try one of the OARS skills that you want to improve
- For example, notice:
 - When do you tend to ask open vs. close-ended questions?
 - What changes when you ask open-ended questions?
- Try
 - If you ask a close-ended question, pause and rephrase it to be more open

References

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Thank You!

