



Motivational Interviewing (MI)

-  **open questions**
-  **affirmations**
-  **reflections**
-  **summaries**

Miller and Rollnick, 2012

One of many complaints that the Network receives is inadequate communication with facility staff. This edition of THRIVE provides patient care technicians PCTs), social workers, nurses, and doctors an additional tool. Motivational interviewing (MI) is a great tool because the “fixing” is in the hands of the patient. The primary goal is to get people to resolve their ambivalence (i.e., conflict) about changing their behavior, while not evoking resistance (e.g., get confrontational, blame, label).

The Basics

An acronym of “OARS” is most commonly used with this approach to communication.

- Open-ended Questions—Facilitate flowing communication and rapport building.
- Affirmations—Also help to build rapport and give the patient the confidence that they are responsible for his/her own decisions in life.
- Reflections—Let the patient know that you are listening.
- Summaries—An excellent way to wrap up or redirect a conversation.



How can I use it in my daily work?

Missed treatments—How might missing treatments affect your goal of getting healthier (first of all establish what patients goal might be)?

Medication non-compliance— How do the risk of not taking your medication outweigh the benefits?

MI QUICK TIPS

CHANGE AND SUSTAIN TALK		
“I know I should use my medicationbutI always misplace my asthma inhaler.”
CHANGE TALK		SUSTAIN TALK

You can increase change talk by asking for a commitment (“I will....”, “I plan to....”), assisting the patient developing a plan of action (small steps toward the goal), and, lastly, following up on steps toward that goal.

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