

Increasing Collaboration Using Motivational Interviewing (MI) as a Common Language within a Primary Care Practice Team

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“MI is not a technique for tricking people into doing what they do not want to do. Rather, it is a skillful clinical style for eliciting from patients their own good motivations for making behavior changes in the interest of their health.”

Source: Rollnick, S., Miller, W., Butler, C. (2008). Motivational interviewing in health care:

The Benefits of Motivational Interviewing

“At the end of the session patients say they felt so much more positive.”
Registered Dietitian

- MI can contribute towards the building of more integrated teams—helping different professional groups work together.
- MI can help clinicians integrate evidence-based medicine with patient centered care and shared decision making.
- MI can help integrate physical and mental healthcare.
- MI can help integrate treatment with wellness and wellbeing approaches.
- MI can help integrate clinical care and self-care.

Source: Anstiss, T. (2009), Motivational Interviewing in Primary Care. J Clin Psychol Med Settings DOI 10.1007/s10880-009-9155-x.

The Process

Phase I: Selction of trainers

Managers select and confirm commitment of 13 trainers in 5 disciplines. Master Trainers (2 psychiatrists).

Phase 2:Train the trainer

13 IHP's complete the 27 hrs training: MI principles, strategies, & practice *plus* training others in MI. HFHT and individual practice sites provided support, time and resources. Variety of group configurations.

Phase 3: M.I. Training sessions

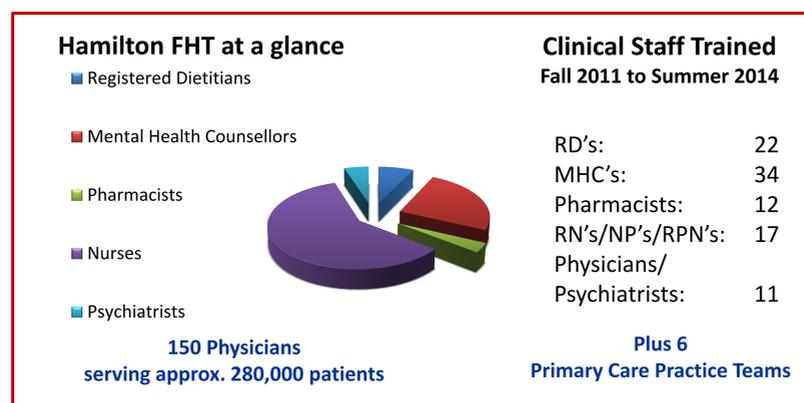
8 Hours of M.I. training offered to practice teams and IHP groups throughout the HFHT. Format of training flexible to the needs of the group (i.e. 2 – 4 hour sessions; 4 – 2 hour sessions; etc.)

Phase 4: Follow up

Peer support & practice review sessions with RDs, scheduled prn ~ q 4-6 wks. Monthly scheduled M.I. Community of Practice Website development with information topics and M.I. resources

Motivational Interviewing Training Outcomes

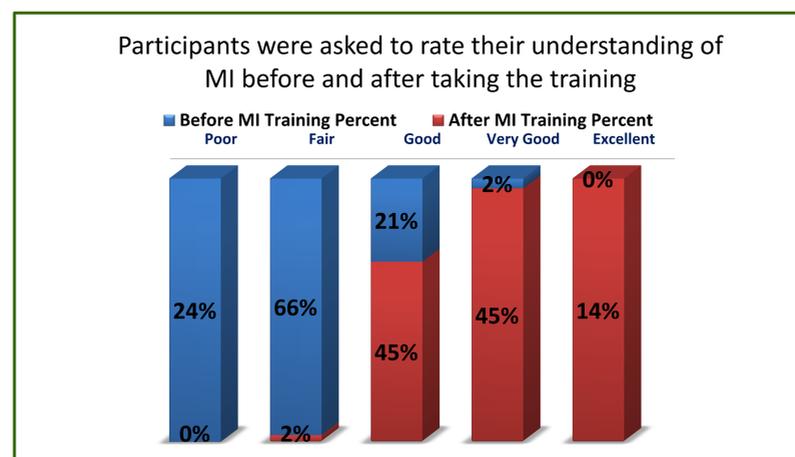
“I will be more cognisant of times I may be in too much of a rush to help patients & take a deep breath and just reflect.”
Mental Health Counsellor



“How do you think you will integrate MI ideas into your daily practice?”

Participant feedback revealed 3 themes in response to this question

- 1) Helping patients with specific conditions/issues.
- 2) Personal growth/change in professional practice.
- 3) Greater awareness of patient engagement.



The Discussion

“I've used reflecting back to client's statements and using summaries. The sessions are the same length – more productive. Utilizing the skills help with resistance presented by clients.”
Mental Health Counsellor

- The Spirit of Motivational Interviewing** promotes;
- a common language of collaboration and empowerment.
 - a consistency in patient engagement developed across a practice team.
 - greater self-care for improved health outcomes.

Ongoing Challenges

The counsellors are using it and we're on the same page, but I don't find many of the physicians using it.”
Registered Dietitian

- Educating and promoting the value of MI collaborative team work and consistency in patient engagement.
- Committing to the time for the initial 8 hours of training.
- Committing to ongoing practice and support (i.e. community of practice)
- Maintaining active involvement of Trainers and recruiting new Trainers.

Next Steps

“Useful for counselling patients around lifestyle change, smoking, exercise, weight loss, etc.”
Registered Nurse

- Linking up MI with clinical interventions such as smoking cessation, and other lifestyle change issues.
- Initiating MI based Cognitive Behavioural Therapy (CBT) for the treatment of mood disorders.
- Transitioning weight management programs from didactic teaching toward a model incorporating MI and CBT principles and techniques.

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