

Motivational Interviewing: COVID Isolation Hotels

8.13.2020



Agenda

- What is Motivational Interviewing?
- Motivational Interviewing principles & skills
- Applying MI to facilitate communication during COVID-19





“ People possess substantial personal expertise and wisdom regarding themselves and tend to develop in a positive direction, given the proper conditions and support.”

Bill Miller & Terri Moyers



What is Motivation?

- A person's state of readiness for change
- Motivation is not fixed; it is dynamic & fluctuating
- Motivation increases when a person connects a specific behavior change to personally significant goals/values
- Motivation is modifiable; can be nurtured by helping professionals

What is Motivational Interviewing?

- A collaborative, goal-oriented style of communication with a particular attention to the language of change
- It is designed to elicit and strengthen personal motivation for change by exploring the person's own reasons for change

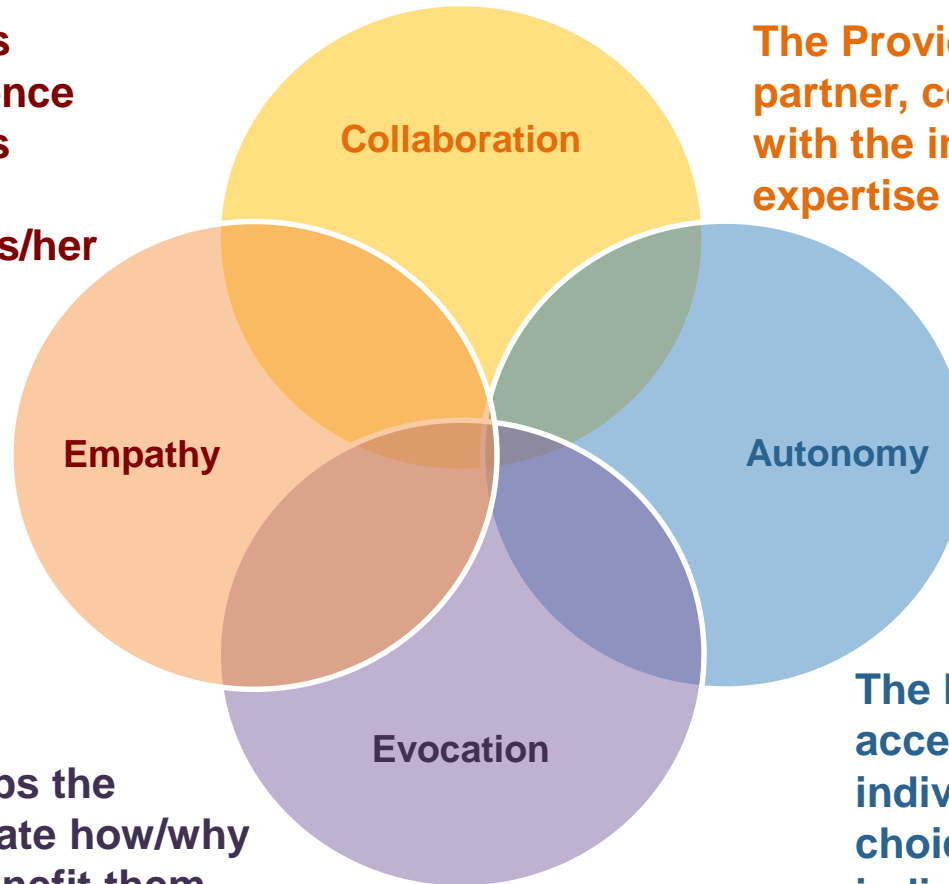
Widespread dissemination of MI has provided a solid foundation for many issues

- Substance Misuse issues
- Depression
- Anxiety
- Chronic disease
- Smoking Cessation
- COVID-19



Spirit of Motivational Interviewing

The Provider is able to experience the individual's meaning and responds to his/her perspective as valid



The Provider acts as a partner, collaborating with the individual's own expertise

The Provider helps the individual articulate how/why change would benefit them

The Provider conveys acceptance of the individual's right to choice. Change serves individual's goals and values



Achieving MI Spirit

Standard Practice



MI Practice

- Sharing expertise
- Giving advice
- Providing directives
- Setting expectations
- Warning against unhealthy practices

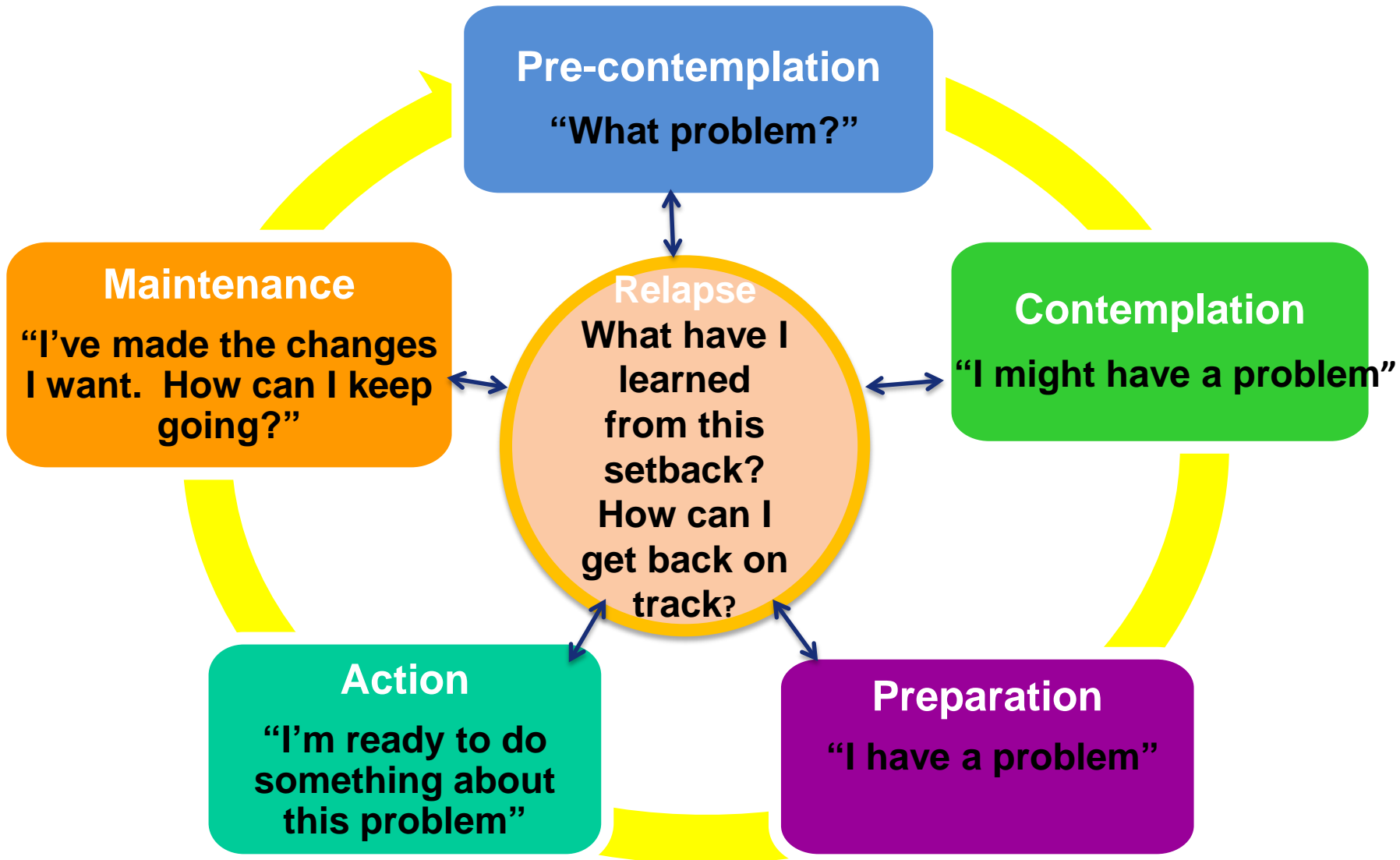
- Asking permission to give advice or information
- Asking the individual what they already know about a subject
- Inviting individuals to disregard advice or information if they choose
- Allowing the individual to make decisions
- Acknowledging the individual's autonomy

Tailoring MI Spirit for COVID-19

- **Collaboration:** Creating a safe environment that enables the individual to reveal their struggles, activate their strengths, and make decisions for positive change
- **Acceptance:** Demonstrating an understanding of the individual's perspective of their own situation even when it conflicts with your own views
- **Compassion:** Serving as a supportive and committed partner for change.
- **Evocation:** Recognize and demonstrate that the person needs to make their own decisions on what/how/when to change or not to change



Stages of Change

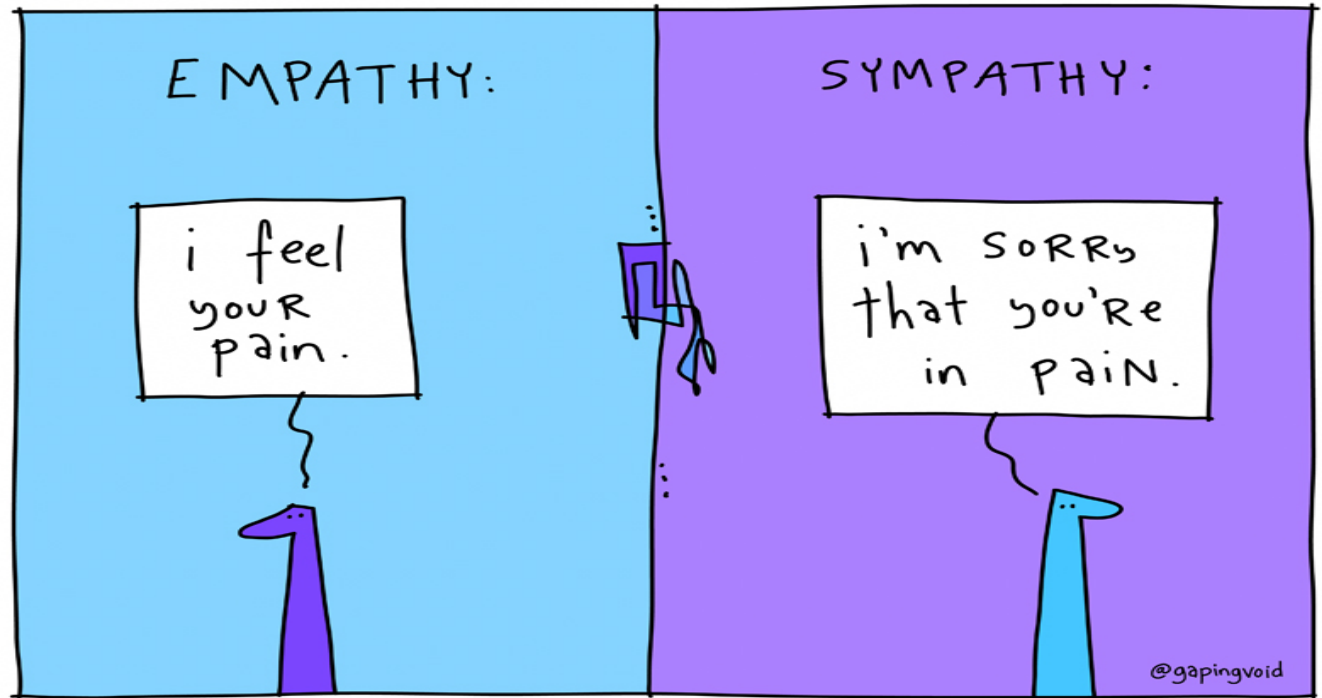


Forming relationships with hotel guests



Change





Receiving the diagnosis can be scary and deciding to quarantine is a hard decision. I'm here if you have questions.

I'm sorry you tested positive. You are lucky your symptoms are mild.

OARS: 4 Core Communication Skills

O

Open ended questions

A

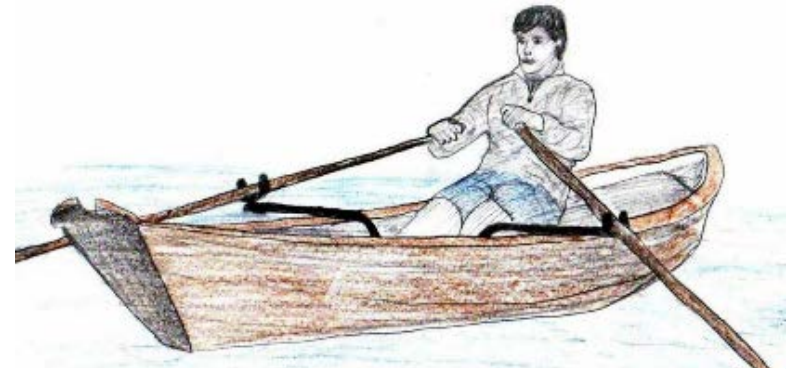
Affirmations

R

Reflections

S

Summaries



Open Ended Questions



- Used to demonstrate curiosity and genuine interest
- Invites person to tell us who she/he is
- Helps provider gain an understanding of person's worldview
- Opens the door for exploration of ambivalence
- Can be used to explore intrinsic motivation
- Can be used to elicit change talk





Affirmations

- Statements which highlight personal strengths
- Recognize and reinforce success
- Affirm past decisions, abilities, and healthy behaviors
- Builds confidence in ability to change
- Builds rapport and facilitates empathy
- Can be used to recognize partial success or reframe something that can at first seem negative

Reflections

- Conveys that you are listening
- Communicates an empathic response
- Offers person the opportunity to clarify/correct misunderstandings
- Allows person to see themselves from a different perspective
- They are used *in place of* questions

Reflective listening openers

- “It sounds like you.....”
- “From your point of view...”
- “On the one hand you’re feeling that, and on the other hand....”





Summarizations

- A combination of reflections
- Used when closing the conversation or transitioning to a new topic
- Pull out key points
- Helps keep everyone on the same page
- Helps person see the bigger picture
- End with: “Did I get that right? Is there anything else?”



Ambivalence

- Conflicting thoughts & feelings about a behavior change
- Ambivalence precedes change. It is a normal, expected part of change process
- In MI, the provider fosters atmosphere of acceptance where patient can honestly explore:
 - Ways behavior negatively impacts their life in **personally significant** ways (self-concept, relationships, work)
- When a person perceives discrepancy between current behavior and personally significant goals, intrinsic motivation for change increases



Goal of MI: Change talk

- Change talk is anything the person says that suggests they are considering alternatives to their present situation
- Arguments for change are **voiced by the person** (rather than being told why change is beneficial/needed)
- Provider can use OARS to **elicit** and **amplify** more change talk from the patients

Two Sides of Ambivalence

Sustain Talk

- Advantages of status quo
- Disadvantages of change
- Intention to stay the same
- Pessimism about change

Change Talk

- Disadvantages of status quo
- Advantages of change
- Intention to change
- Optimism about change

Change Talk –DARN CAT

- **Desire to change “I want”**
- **Ability to change “I can”**
- **Reasons for change “If, then”**
- **Need to change “I have to”**
- **Commitment to change “I promise”**
- **Activation “I will”**
- **Taking steps “I tried”**



→ **Elicit Change Talk** with open-ended questions

Ask about disadvantages of status quo

- What worries you about staying home?
- How could staying home have a negative impact on things that are important to you?

Ask about advantages of change

- If you were to stay at the hotel today, how would you feel tomorrow?
- Why would people in your life encourage you to come to the hotel?

Ask about optimism and confidence

- When else in your life have you been successful in doing something really difficult?
- Who might you be able to get support from if you decide to stay at the hotel?
- What is a small first step you could take towards keeping yourself and your loved ones healthy?
- On a scale of 1-10, how confident are you that you could complete your stay at the hotel?

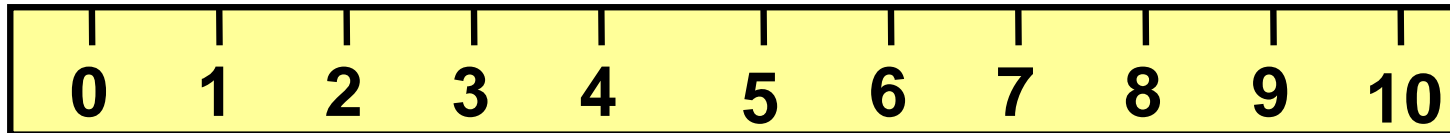
→ **Amplify Change Talk** by responding with OARS

Assess readiness for change...

“On a scale of 0-10, how ready are you to begin?”

Not Ready

Ready



Straight question: *“Why a 5?”*

Backward question: *“What makes you a 5 instead of a 3?”*

Forward question: *“What would it take to move you up the scale?”*



Change Talk → Change Behavior

- The more one talks about changing, the greater chance they will undergo behavior change



Decisional Balance

Disadvantages

Advantages

Current behavior/
No change

What are your concerns about not staying at the hotel (Going home instead)

- My apartment is small and we only have one bathroom– it will be difficult for me to keep a safe distance from other people in my household
- I would be putting my mother at risk — she is over 80 and has medical conditions, so I'm worried about her getting sick

What are the advantages of going home (instead of staying at the hotel)

- I would be able to take my kids to the playground in the park, put them to bed at night
- I would be able to help my husband in taking care of my mother and kids (shopping, cooking prepping healthy meals)

Completing
Isolation at the
hotel vs. Going
Home

What is the cost of staying at the hotel? What am I missing or losing by staying here?

- If I miss too much work, I'm worried I'll lose my job
- I'm missing out on time with my family– my 4 yr daughter is crying at night because she misses me reading to her at bedtime
- I feel lonely, bored, and restless
- Not being able to go outside– feeling stir crazy

What are the benefits of staying at the hotel?

- Feeling less anxious– not worrying about putting my mother and others at risk
- I have my own room and don't have to think about sanitizing shared spaces, wearing a mask, keeping my distance
- 3 meals a day, quiet, comfortable

Change



Brief Action Planning

- **What is a small first step you could take towards keeping yourself and your loved ones healthy?** For individuals who need suggestions, ask permission to offer suggestions to share ideas (e.g. Staying at the hotel)
- **Help the individual develop a SMART plan.** What? Where? When and How often? When will you start? (e.g. Staying at the hotel for 10 days)
- **Review the plan** Having person repeat the plan out loud strengthens commitment
- **Assess Confidence:** “I wonder how sure you feel about carrying out your plan. Considering a scale of 0 to 10, where 0 means you are not at all sure, and 10 means you are very confident. How sure are you about completing your plan?” If confidence, is 7 or less, negotiate modification of plan.
- **Set up a follow-up** to check in to see how it is going with the plan.



Ask-Tell-Ask: Collaborative Information Sharing

ASK person to describe understanding of issue

- “Can you tell me what you know about reducing the spread of COVID-19?”
- “What do you know about benefits of staying at the hotel?”
- “What concerns do you have about staying at the hotel?”

TELL person important information you need to communicate

- “Would it be alright if I shared some information about benefits of self-quarantining at the hotel?”
- Build on what person already knows
- Directly address inaccurate information and concerns
- Use straightforward language, avoiding jargon

ASK for interpretation or reaction

- “To make sure I did a good job of explaining, can you tell me how you would summarize what we discussed when you talk to your loved ones?”
- “Given what we discussed, what are your thoughts on what you’d like to do next?”



Normalizing challenges with self-quarantining

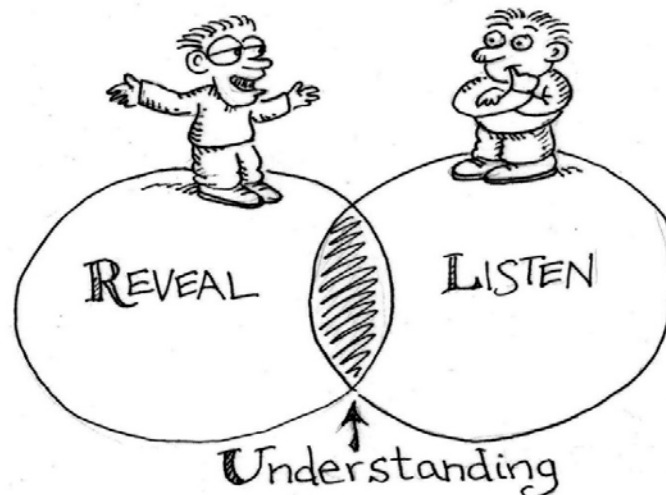
- A lot of people find staying at the hotels really difficult
- It's really hard for anyone to be away from their family and friends
- It's hard to not be able to do the things you want to do
- This is new for everybody
- The weather is getting warmer, it's hard to not be able to go outside

Troubleshoot identified barriers

- “What would make your stay at the hotel more comfortable?”
- “What things can you do to make yourself feel more connected to your loved ones?”
- Ask permission “Would it be ok if I shared some strategies that other people I have worked with have tried?”
- Work collaboratively to identify person-centered strategies that fit unique circumstances
- Summarize options and emphasize autonomy in decision making. “In the end, it will be up to you to decide...”
- Establish mutually agreed upon, achievable **S**pecific, **M**easurable, **A**chievable, **R**ealistic, and **T**imely goal

MI Strategies: Asking what matters?

- How do we communicate to a person that we are listening, and show an understanding of the meaning of the person's words?



Asking What Matters

- Where the person is at?
- What is driving them?
- What is important to them?
- Asking clarifying questions
- Really listening to what the person says



Fundamental Processes of Motivational Interviewing



- Active listening
- Ask open ended questions
- Reflect
- Pros vs. Cons
- One hand vs. the other hand
- Ideal scenario
- Readiness scale
- Assess barriers
- Brief action planning
- SMART goals

Questions?

