



Motivational Interviewing

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Today...

- Communicating about oral health and prevention
- Motivational Interviewing
- Practice
- Questions?

Improving Oral Health

- What do we know?
 - Limited awareness about the importance of oral health and its integral relationship with overall health
 - Common misconceptions exist
 - **Prevention** is better than a cure
 - Limited time with providers
 - Communication has significant impact on patient behaviors and health outcomes

Improving Oral Health

- What can you do?
 - Focus on communication
 - Learn the strategies and techniques to communicate the importance of prevention and good oral health

Communication

- Communication
 - One way, provider to patient
 - Traditional health education - “advice giving sessions by health professionals”
 - Two way, provider and patient
 - Developing interpersonal relationship
 - Focus on understanding/incorporating patient preferences, needs, and values
 - Patient involvement in decision making process
 - patient-centered model of care

Communicating About Oral Health & Prevention: Motivational Interviewing

- What is Motivational Interviewing (MI)?
 - Style of communication, encouraging and supporting patients in making their own choices in matters concerning their health
- When can it be used?
 - Oral health and prevention!

What is Motivation?

- Process that initiates, guides, and maintains goal-oriented behaviors
- Motivation is a state of readiness

How do you know when someone is ready to learn about something new or is ready to change health behaviors?

Stages of Change

- Pre-contemplation
 - Do not see behavior as a problem and have no intention of changing
- Contemplation
 - Thinking about making a change but are unsure
 - Perceive obstacles to change
 - Open to discussion
 - Key stage
- Preparation/Action
- Maintenance

Why stages of change are important

- If you overestimate what stage a caregiver/patient is in, you are giving premature advice
- Potential consequences
 - Damaged patient-provider relationship
 - Increased resistance or defensiveness
 - Poor health outcomes

Motivational Interviewing

- Develop a relationship and understand patient frame of reference
 - Ask open-ended questions
 - Reflective listening
 - Summarizing
- Present new information and positive action steps
 - Ask Permission!
 - How does new information compare to their health concerns and/or beliefs?
- Present a menu of options
 - What works for the patient?
- Determine action steps and make a plan **together**
- Discuss potential challenges and solutions
- Provide ongoing support

Cultural Considerations

- Cultural competence
 - refers to the capacity of an individual to realize and appreciate differences among people while tailoring communication and practices to better suit those differences
- Beliefs and/or practices that may impact oral health
 - Diet
 - Eating habits
 - Familial roles
 - Decision making preferences
 - Nature of disease

Overcoming Resistance

- What does it look like?
 - Arguing, challenging, disagreeing, interrupting, denying, ignoring
- How to overcome:
 - Reframing
 - Compare the behavior to something they have already been successful in accomplishing (Ex: Tooth brushing every day)
 - Avoid arguing
 - tell the parent that you feel they have a good point of view and move onto another topic
 - Avoid leading the patient or giving premature advice
 - Ask the parent questions and LISTEN
 - Remember stages of change

Why Motivational Interviewing?

- Strategically raises awareness of a problem in health behavior
- Helps the patient recognize differences between current behavior and future health goals
- Supports self-efficacy by participation in identifying and developing potential solutions
- Behavior change comes from the patient's own realizations

Time to Practice!

Groups of 3

Scenario 1:

Scenario 2:

Virginia Oral Health Coalition

Questions?