



# Motivational interviewing


Eliciting patient motivation to make positive behavioral changes

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# What is motivational interviewing?

Motivational interviewing is a way for HCPs to collaborate with patients to increase intrinsic motivation to make behavior changes to help improve health outcomes.<sup>1</sup>

Motivational interviewing affirms a patient's self-efficacy and autonomy by eliciting the patient's own goals and values—which has been shown to promote patient commitment to a specific goal or behavior change.<sup>1-3</sup>



Motivational interviewing is a **patient-centered method** for enhancing motivation to change health behavior by exploring and resolving ambivalence.<sup>1</sup>

**References:** 1. American Academy of Pediatrics. Communication strategies: Motivational interviewing. Last reviewed July 9, 2021. Accessed July 5, 2024. <https://www.aap.org/en/patient-care/healthy-active-living-for-families/communicating-with-families/motivational-interviewing> 2. Berger BA, Villaume WA. *Motivational Interviewing for Health Care Professionals: A Sensible Approach*. 2nd edition. American Pharmacists Association (APhA); 2020. 3. Rollnick S, Miller WR, Butler CC. *Motivational Interviewing in Health Care*. 2nd edition. The Guilford Press; 2023.

# The motivational interviewing philosophy

There are several core components that capture the spirit of motivational interviewing<sup>1</sup>

## Collaboration: Working in partnership

- The HCP and patient each bring expertise to the understanding **of what is happening**.
- The patient provides knowledge of the situation and his or her experience, and the **HCP offers knowledge in the process** of change, expertise in particular content areas, and exploration infused with curiosity.<sup>2</sup>

## Evocation: Drawing out ideas and solutions from individuals

- HCPs can **help patients explore** their own reasons and potential methods for changing and offer, as appropriate, ideas for patients' consideration.<sup>3</sup>

## Autonomy: Decision-making left to the patient

- HCPs can influence **but cannot control patients'** decisions, as patients must ultimately make their own choices about their lives.<sup>3</sup>

**References:** 1. Berger BA, Villaume WA. *Motivational Interviewing for Health Care Professionals: A Sensible Approach*. 2nd edition. American Pharmacists Association (APhA); 2020. 2. Miller WR, Rollnick S. *Motivational Interviewing: Helping People Change and Grow*. 4th edition. The Guilford Press; 2023. 3. Rollnick S, Miller WR, Butler CC. *Motivational Interviewing in Health Care*. 2nd edition. The Guilford Press; 2023.

# Why use motivational interviewing?

## Patient health behavioral changes are important to optimizing desired outcomes<sup>1</sup>

Health care aims to communicate and encourage healthy behaviors such as healthy eating, getting more physical activity, and appropriate vaccination.<sup>1</sup>



## Motivational interviewing can be effective

Research and many years of experience indicate that motivational interviewing can be an effective method for facilitating behavior change.<sup>2</sup>

# Principles for communication during motivational interviewing

There are 4 guiding principles for communication during motivational interviewing:

## 1 Express Empathy

Use reflective listening to **express an understanding** of your patient's perspective without judging, criticizing, or blaming.<sup>1-3</sup>

### Example Statements

"I can understand you are feeling unsure about your medication because of the side effects."

"You seem discouraged that you've tried to stop smoking before, and it has not worked."

## 2 Develop Discrepancy

Motivational interviewing is **directive**. Guide your patient toward discovering discrepancies between current behaviors and broader values, beliefs, and goals.<sup>1-3</sup>

### Example Statements

"So, you think exercise is the best choice, but it won't fit with your lifestyle."

"You seem to know the medication will help you feel better, but it sounds like you have not been consistent about taking it."

# Principles for communication during motivational interviewing

There are 4 guiding principles for communication during motivational interviewing:

(continued)

## 3 Roll With Resistance

Explore resistance to understand the patient's **questions and concerns** rather than trying to suppress the patient's expression of resistance.<sup>1-3</sup>

### Example Statements

"It's OK if you don't think any of these ideas will work for you. Is there something else you have thought about trying?"

"I am concerned about your weight, but you are the one in control."

## 4 Support Self-Efficacy

Help to **build your patient's confidence** in their own ability to make a change; focus on highlighting their strengths and successes.<sup>1-3</sup>

### Example Statement

"You have made great improvements in your diet so far. What do you think will help you to maintain these?"

**References:** 1. Berger BA, Villaume WA. *Motivational Interviewing for Health Care Professionals: A Sensible Approach*. 2nd edition. American Pharmacists Association (APhA); 2020. 2. Rollnick S, Miller WR, Butler CC. *Motivational Interviewing in Health Care*. 2nd edition. The Guilford Press; 2023. 3. Miller WR, Rollnick S. *Motivational Interviewing: Helping People Change and Grow*. 4th edition. The Guilford Press; 2023.

# Eliciting discussion: Readiness ruler

Ask patients how far along the ruler they think they are in terms of being ready to make a change<sup>1</sup>



**Nurse Practitioner:** On a scale of 1 to 10, with 1 being not at all ready and 10 being extremely ready, how ready are you to reduce the salt in your diet to control your blood pressure?

Not at all

1

2

3

4

5

6

7

8

9

10

Extremely



**Patient:** Well, probably about a 7.



**Nurse Practitioner:** A 7 is great! Why a 7 and not a 10?

# Techniques for using motivational interviewing: The OARS skills<sup>1,2</sup>

O

## Open-Ended Questions

“What are your concerns about getting Susie vaccinated today?”

A

## Affirmation

“I appreciate that you took a big step in coming here today.”

R

## Reflective Listening

“It worries you that you may become too sick to care for your kids.”

S

## Summarization

“Today we talked about your plans for helping to protect your health, including getting vaccinated today and then going ahead and scheduling the next vaccinations in this series.”



# Applying motivational interviewing in health care settings: The RULE technique<sup>1-3</sup>

**R**

## **Resist the Righting Reflex**

Avoid trying to tell the patient what to do, which can lead to automatic resistance. Avoid statements like: “I think you should quit smoking.”

**U**

## **Understand Your Patient’s Motivations**

In terms of triggering changes, the patient’s reasons for change are more important than the physician’s reasons. “Why might you want to make a change?”

**L**

## **Listen to Your Patient**

Answers will most likely lie within the patient; listen with interest and make sure you understand.

**E**

## **Empower Your Patient**

Help them explore how they can make a difference to their own health: “I think you can do this.”



Examples of using

# Motivational Interviewing

## Case study: Parent questions the need for vaccines



Natalie has been informed that her 5-year-old son, Charlie, is scheduled to receive routine pediatric vaccines. However, she is not convinced that they are necessary.

## Case study: Parent questions the need for vaccines *(continued)*



**HCP:** Natalie, now that Charlie has turned 5, I recommend taking this opportunity to catch up on his routinely recommended pediatric vaccines today.<sup>1</sup>

**Natalie:** I don't think he needs these vaccines. I don't know any kids who have these vaccine-preventable diseases anyway.

**HCP:** It sounds like you're concerned and don't want him to have the appropriate vaccines because you don't think he'll come into contact with persons who have these conditions. On a scale from 1 to 10, with 1 being least and 10 being most, how ready are you to get him vaccinated today?

**Natalie:** Probably a 6.

Actor portrayal.

**Reference: 1.** Centers for Disease Control and Prevention. Recommended child and adolescent schedule for ages 18 years or younger, 2024. Published November 16, 2023. Accessed February 7, 2024. <https://www.cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf>

**HCP:** That's great that you're a 6; why a 6 and not closer to a 10?

**Natalie:** I really do want Charlie to be vaccinated, but again, I haven't heard of anyone who has had these vaccine-preventable diseases, so I'm not sure there's a need to give him all these injections.

**HCP:** That's great that you want Charlie to be vaccinated. I'd like to share with you some additional information about these vaccine-preventable diseases. Would that be okay?

**Natalie:** Sure.

## Case study: Parent questions the need for vaccines *(continued)*

**HCP:** Although someone may seem completely healthy, some vaccine-preventable diseases may be spread before an infected person has symptoms.<sup>1</sup> Although vaccination may not result in protection in all vaccine recipients, if Charlie is not vaccinated, he will be more vulnerable to contracting these vaccine-preventable diseases.<sup>2</sup>

**Natalie:** You've given me something to think about, especially considering how unpredictable future exposures can be.

**HCP:** Natalie, that's great that you're thinking about helping to protect Charlie by getting him vaccinated. Let's discuss any additional concerns you have about getting Charlie vaccinated today.

**References:** 1. Centers for Disease Control and Prevention. How flu spreads. Last reviewed March 22, 2024. Accessed July 8, 2024. <https://www.cdc.gov/flu/about/disease/spread.htm> 2. Centers for Disease Control and Prevention. Explaining how vaccines work. Last reviewed May 24, 2023. Accessed July 8, 2024. <https://www.cdc.gov/vaccines/hcp/conversations/understanding-vacc-work.html>

The HCP asked permission to discuss appropriate vaccines with Natalie. **How did this set the tone for the discussion?**

**How did the HCP encourage Natalie to share her concerns about the vaccinations?**

**How did the HCP roll with resistance when Natalie expressed her hesitancy to consent to Charlie's vaccinations?**

**How did the use of the readiness scale aid the discussion?**





Tom is a 67-year-old man who has visited his HCP for a checkup. His vaccination record indicates that he has not completed the recommended dosing regimen for several vaccines.

## Case study: Adult catch-up opportunities *(continued)*



**HCP:** I'm looking at your vaccination records, and I can see that some of your routinely recommended vaccines are overdue; I'd like to talk with you about these, if you don't mind.

**Tom:** Okay.

**HCP:** Keeping with the schedule may help reduce risks of getting vaccine-preventable diseases.<sup>1</sup> There is a schedule for when these are optimal,<sup>2</sup> and your records suggest that several years have passed. Is there a reason you haven't received these?

**Tom:** Well, I don't see why I need them. I have a strong immune system and rarely get sick. I feel that vaccines are only important for children and older people.

Actor portrayal.

**References:** **1.** Centers for Disease Control and Prevention. 5 reasons it is important for adults to get vaccinated. Last reviewed September 12, 2022. Accessed July 8, 2024. <https://www.cdc.gov/vaccines/adults/reasons-to-vaccinate.html> **2.** Centers for Disease Control and Prevention. Recommended adult immunization schedule by ages 19 years or older, United States, 2024. Published December 28, 2023. Accessed July 8, 2024. <https://www.cdc.gov/vaccines/schedules/downloads/adult/adult-combined-schedule.pdf>

## Case study: Adult catch-up opportunities *(continued)*

**HCP:** That's great that you rarely get sick. Can I share additional information about the risks and benefits of appropriate vaccines?

**Tom:** Yes, I just don't get sick that often.

**HCP:** It sounds like you're wondering if you really need to get vaccinated because you rarely get sick. Regardless of your age, getting vaccinated may help protect you from serious diseases.<sup>1</sup> I see in my notes that you told me last time you help take care of your elderly mother?

**Tom:** Yes, I do.

**Reference: 1.** Centers for Disease Control and Prevention. 5 reasons it is important for adults to get vaccinated. Last reviewed September 12, 2022. Accessed July 8, 2024. <https://www.cdc.gov/vaccines/adults/reasons-to-vaccinate.html>

## Case study: Adult catch-up opportunities *(continued)*

**HCP:** Although you've said you rarely get sick, these vaccine-preventable diseases can occur in certain populations.<sup>1</sup> If you were to become sick, you may not be well enough to take care of your mother in the way that she depends on you.

**Tom:** I hadn't thought about it that way. I didn't realize that getting vaccinated can help protect me so I can help take care of my family.<sup>1</sup>

**HCP:** Vaccines may not work completely in everyone, but it's great that you can see that getting vaccinated could help protect you.

**Tom:** I feel good about getting the vaccines today.

**Reference: 1.** Centers for Disease Control and Prevention. 5 reasons it is important for adults to get vaccinated. Last reviewed September 12, 2022. Accessed July 8, 2024. <https://www.cdc.gov/vaccines/adults/reasons-to-vaccinate.html>

**How did the HCP use reflective listening in this motivational interview?**

**How did the HCP elicit change talk to help Tom?**

**How did the HCP encourage Tom's self-efficacy?**

**How did the HCP resist the righting reflex in this discussion?**





Phillip is a 23-year-old man who is HIV positive. Phillip should have been at the pharmacy a week ago to collect his medication, which cues his pharmacist that he may not be taking his medication as prescribed.

## Case study: Intentional medication nonadherence *(continued)*



**Provider:** Hi Phillip. I see that the prescription has been ready for pickup since last week. Tell me how things are going with taking the medication?

**Phillip:** Yeah, I didn't run out until today, so that's why I'm here now.

**Provider:** With the prescription you were given, the medication should have run out last week. I'm concerned you may not be getting the optimal benefit from it. Do you mind if we talk about this?

**Phillip:** I guess it lasts longer because some days I don't take it.

## Case study: Intentional medication nonadherence *(continued)*

**Provider:** It sounds like you've decided not to take it sometimes. Tell me more about that.

**Phillip:** It's not going to cure me anyway, so sometimes I think, what's the point?

**Provider:** You sound discouraged, Phillip. Tell me what you remember about what the advantages are for sticking to the regimen for taking this medication.

**Phillip:** I know, it keeps me out of the range of being really sick. And my mother would probably worry less and that would be good.

**Provider:** That's great that you know how important this is to keeping yourself well.

**In what ways does the HCP explore ambivalence and resistance?**

Does the HCP elicit the patient's perspective? Does the HCP seem to understand why the patient is not changing in ways that would be productive?

**How did the HCP express empathy?** How did that help advance the conversation?

**In what ways did the HCP elicit change talk with this patient?**

**Do you think this patient is ready for change?** If nothing seems to have changed when this patient comes for their next visit, how would you address that?



# Your challenge

What 2 or 3 things can you take from what you have learned about motivational interviewing to start applying tomorrow?

What challenges do you foresee that would prevent you from utilizing this technique?





# Thank you

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US-NON-16544 09/24