


# Using Motivational Interviewing Skills to Impact Health Outcomes



**NSI STRATEGIES**  
Consulting Support for  
Integrated Healthcare Environments


## NSI Strategies Integration Express Webinar Series

Nick Szubiak, MSW, LCSW  
Integrated Healthcare Consultant, NSI Strategies  
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## Objectives

- Review fundamental processes of Motivational Interviewing (MI)
- Review key principles of MI skills and tools for treating chronic health conditions
- Demonstrate an understanding of advanced MI concepts and strategies
- Apply techniques for removing barriers to mobilizing patients' motivation; sustaining talk and discord, including how to manage and work with clients
- Overview of how to build your health center capacity to treat chronic health conditions

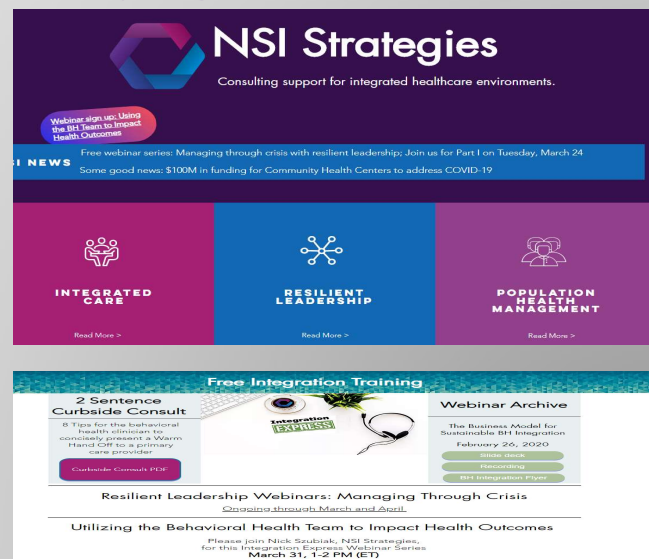


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## Housekeeping

- Recording and slide deck will be emailed after the webinar
- Archived webinars are available: <https://www.nsistrategies.com/free-webinars>
- Questions and Comments – Please use the chat box
- Want to discuss more? Consult or discussion call: [nick@nsistrategies.com](mailto:nick@nsistrategies.com) or 808.895.7679
- We love to hear from you!



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## Lets Check in...

How can I ask you....How is it? What's the it?...the going, the doing, the be-ing? Feeling? Mood?


- What is your stress level?
- How about your team?
- How about your people?

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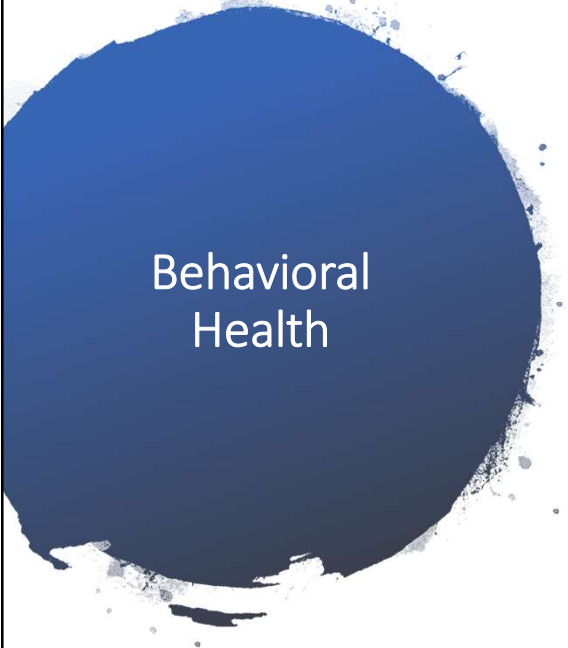
## The Waters We are Navigating

- The invisible enemy
- Unknown duration
- Widespread impact
- Unprecedented, uncharted territory

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## Behavioral Health

- Maintain healthy coping skills
- Role of relationship
- Emotional dimensions of chronic conditions are overlooked
- Medication adherence
- Coordination of care
- Involving the family

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## Harnessing the Power of Parallel Process

- Create Structure
- Hold to Structure with flexibility.
- Psycho-education using the MI spirit
- Be the model of what you know works

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## When Stress Becomes DISTRESS



- Natural response - physical, mental, emotional that causes tension and/or restriction
- Response to any demand placed on you (internal/external)
- Activating, stimulating and increases your level of alertness
- Inescapable, part of day-to-day living "Life on life's terms"
- Motivator and energizer
- Feel sharp, excited, ready
- Balanced



- Difficulty concentrating, forgetting, excessive self-criticism, pre-occupation with thoughts/ tasks
- Feeling angry, or overwhelmed and immobilized
- Self-defeating processes – Rumination, worries, uncomfortable physical symptoms and emotional discomfort
- Moody, worried, scared, irritable, depressed, reduced self-esteem, pessimistic, helpless, withdrawn, easily embarrassed
- **Out of control**, doing things I don't want to do or later regret

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You Retweeted

**Lauren S. Hallion**  
@LaurenHallion

Can't concentrate on work?

That's normal!

Our brains pay attention to things that are scary

It helped keep us alive!

If you cant concentrate

Trying harder won't help

It's just science

Instead

Let it go

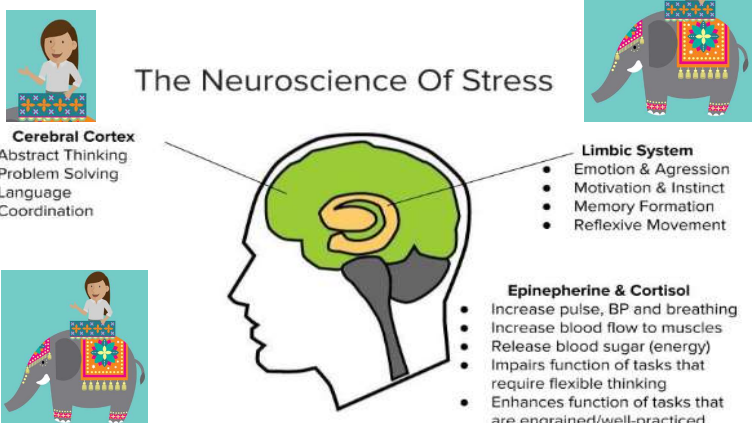
@AcademicChatter #SciComm #MentalHealth

12:52 PM - Mar 20, 2020 · Twitter for iPhone

916 Retweets 3.1K Likes

## It's Not Your Fault or Weakness

### The Neuroscience Of Stress



**Cerebral Cortex**

- Abstract Thinking
- Problem Solving
- Language
- Coordination

**Limbic System**

- Emotion & Aggression
- Motivation & Instinct
- Memory Formation
- Reflexive Movement

**Epinephrine & Cortisol**

- Increase pulse, BP and breathing
- Increase blood flow to muscles
- Release blood sugar (energy)
- Impairs function of tasks that require flexible thinking
- Enhances function of tasks that are engrained/well-practiced

<https://blog.usejournal.com/stress-makes-you-stupid-the-neuroscience-of-survival-8c19c25b0f3d>

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## Awareness is the Key

“Between stimulus and response there is a space.

In that space is our power to choose our response.

In our response lies our growth and our freedom.”

[Viktor E. Frankl](#)

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Motivational interviewing is a  
collaborative, person-centered, guiding  
method designed to elicit and strengthen  
motivation for change.

*Miller & Rollnick, 2012*



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## Supporting the Relationship with Listening and Hearing

- Commitment
- A suspension of judgments, perceptions, thoughts, diagnosis, evaluation, formulation, and conclusion
- Can be self sacrificing
- Takes energy
- Takes belief

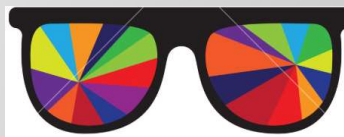
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## What is Your View?



Deficit	Competence
<input type="checkbox"/> Insight & knowledge is lacking <input type="checkbox"/> <u>Telling</u>	<input checked="" type="checkbox"/> Capacity to change is within <input checked="" type="checkbox"/> <u>Asking and listening</u>

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## MI is about making a cultural shift

From feeling responsible for changing another person's behavior...  
to  
supporting them in thinking and talking about their own reasons  
and means for behavior change.

Addiction Technology Transfer Center (ATTC)

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## What is Motivation?

- A person's state of readiness for change
- Malleable- it's dynamic and fluctuating
- Modifiable- it can be nurtured or hampered
- Affected by external factors
- Particularly sensitive to interpersonal interactions with people in our lives who we consider to be influential

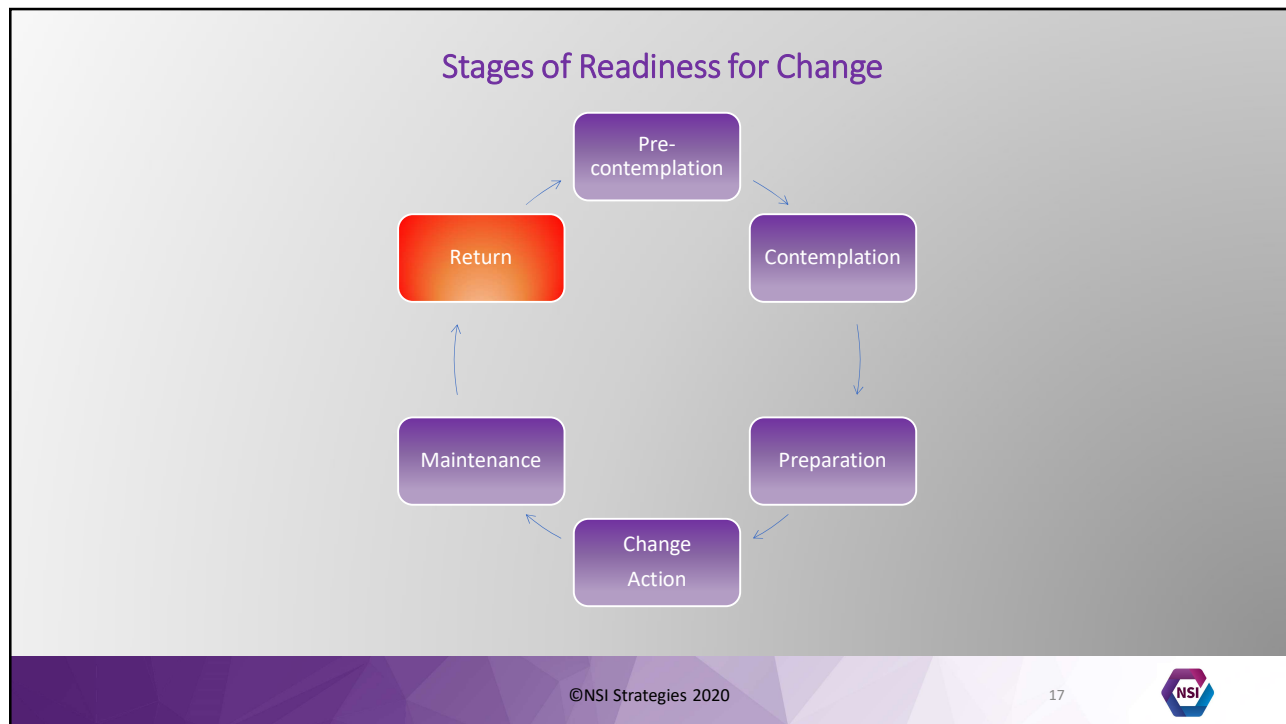


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How can we elicit change  
from Precontemplation?

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## Moving from Precontemplation to Contemplation

### Readiness Ruler

- Lower numbers represent no thoughts about change and the higher numbers represent specific plans or attempts to change.
- Ask the client to indicate a best answer on the ruler to the question
- **"How important is it for you to change?"**
- **"How confident are you that you could change if you decided to?"**
- Points in Precontemplation will be at the lower end of the scale, generally between 0 and 3.
- You can then ask, "What would it take for you to move from an x (lower number) to a y (higher number)?"


Thinking About Change											
What change(s) are you considering?											
How important is it that you make this change?											
How confident are you that you are able to make this change?											
How ready are you to make this change?											
Readiness Ruler											
Not at all	0	1	2	3	4	5	6	7	8	9	Very
											10

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## Contemplation

- **Ambivalence not Resistance:** The inability or reluctance to commit to a course of action
- **Feeling stuck**
  - Decisional balance tool
  - Cognitive dissonance: discord –quelling a lack of agreement or harmony - I know smoking is...
- **Consciousness Raising** is a process in which the individual needs to increase his or her awareness about the negative consequences, the causes, and the solutions of the problem behavior
  - Awareness brings in what was being protected - the old defense, they why of the behavior, the REAL motivation!
- IF the individual has found and tapped into a personal place of motivation and is now starting to “see” things differently, these can be times filled with guilt ... shame ... hopelessness ... and desperation. **Reality bites!**
- **This is a time our relationship becomes critical. We hold space, walk with our patient as they navigate this crossroad and threshold crossing.**

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## Preparing for *discrepancies* and banishing “resistance”

- Non – Compliance
- Not engaged
- No Show
- Frequent flyer



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## Contemplation Strategies: Cost Benefit Analysis

**Decisional balance** - comparison of the strength of perceived pros of the target behavior with the perceived cons.

**What's the price of change vs price of maintaining the status quo ?**

Cost of doing...

- 1.
- 2.
- 3.

Benefits of doing...

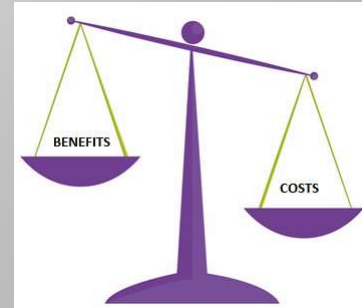
- 1.
- 2.
- 3.

Cost of not doing...

- 1.
- 2.
- 3.

Benefits of not doing...

- 1.
- 2.
- 3.



The relative weight people assign to the pros and cons of a behavior influences their decisions about behavior changes (Janis & Mann)

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## The Power of Change Talk/Sustain Talk

- Words that a person uses to make their own argument for change
- Words that give voice to one's motivation
- The dance partner of Change Talk is Sustain Talk



- And you made it here today
- Your grandkids are important to you
- Your job is....

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## Contemplation Exercises - A new language, a new approach

- "Why do you want to change at this time?"
- "What were the reasons for not changing?"
- "What would keep you from changing at this time?"
- "What are the barriers today that keep you from change?"
- "What might help you with that aspect?"
- "What things (people, places and behaviors) have helped in the past?"
- "What would help you at this time?"
- "What do you think you need to learn about changing?"

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## Preparation

- Decision is made, have a plan
- Resolution of ambivalence
- Readiness to embark on behavioral change
- SMART Goals
- Praise the decision to change behavior – do not underestimate your sphere of influence!
- Identify and assist in problem solving re: obstacles, obstructions, potholes, roadblocks
- Encourage small, initial steps
- Assist identifying social supports
- Time Frame

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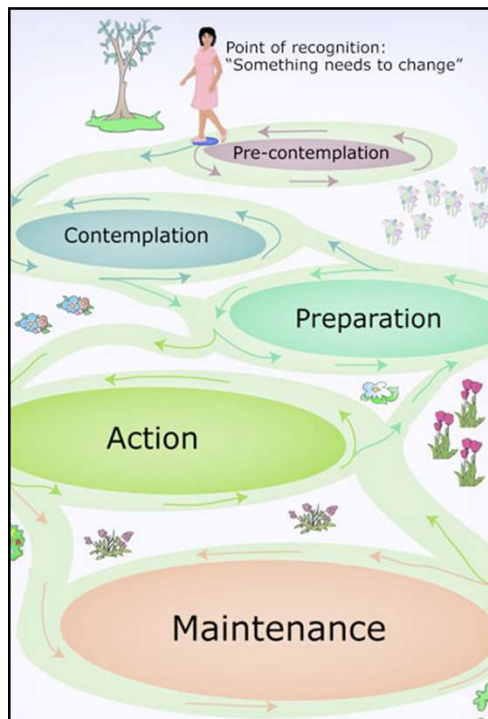
## Action

- Overt behavioral change
- Usually means stopping or starting a behavior
- Requires conscious work
- In action the person is actively doing things to change or modify behavior

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## Maintenance

- Sustained behavior over time
- Alternatives established
- Later, becomes a non-issue; the new behavior becomes self-sustaining, carries its own momentum becomes second nature
- Attention to relapse risk, triggers, cues, old patterns
- In maintenance the person continues to maintain behavioral change [for at least six months] until it becomes permanent

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## Coronavirus Disease 2019 (COVID-19)



Centers for Disease Control and Prevention  
CDC 24/7: Saving Lives. Protecting People™

The following slides are from the Centers for Disease Control:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>



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## The Strength of the Integrated Care Team

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## Adapting to the Primary Care Milieu and a New Professional Role

What it takes for Behavioral health shifting into the primary care environment

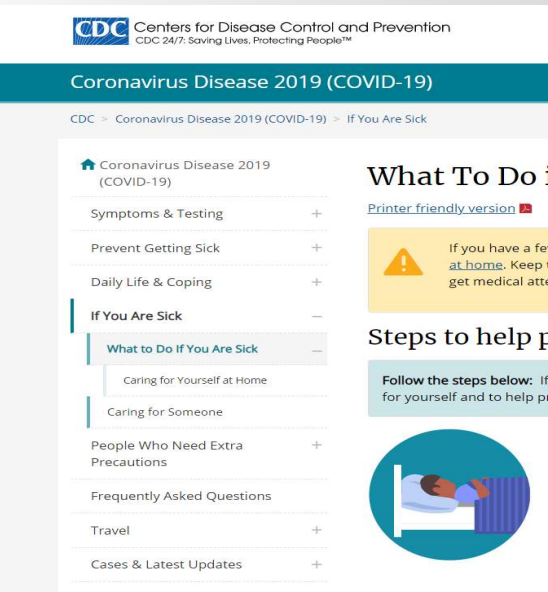
- Re-educate and Educate ourselves
- Pro-active from re-active and “selling” our services
- Adaptation, flexibility
- Speed
- Language
- New roles
- New levels of collaboration
- Short term brief interventions
- Ability to diagnose



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Only use your trusted resources

Capitalize on telehealth


Share the slides

Pull up the website and review the material together – this will help you both!

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

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## Know the symptoms

### Symptoms of Coronavirus

Other Languages \*



Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.



#### Coronavirus Self-Checker

A guide to help you make decisions and see appropriate medical care

### Watch for symptoms

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases.

These symptoms may appear 2-14 days after exposure (based on the incubation period of MERS-CoV viruses).

- Fever
- Cough
- Shortness of breath

### When to Seek Medical Attention

If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**. Emergency warning signs include\*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

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## How to Protect Yourself:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

### Know How it Spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
  - Between people who are in close contact with one another (within about 6 feet).
  - Through respiratory droplets produced when an infected person coughs or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

- Cultural Dynamics?
- Patient centered language – what does person to person mean?
- I don't have respiratory droplets!
- How are you saying and doing this?

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## Take steps to protect yourself



### Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

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### Avoid close contact

- **Avoid close contact** with people who are sick
- Put **distance between yourself and other people** if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

### Take steps to protect others



#### Stay home if you're sick

- **Stay home** if you are sick, except to get medical care. Learn what to do if you are sick.



#### Cover coughs and sneezes

- **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

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### Clean and disinfect

- **Clean AND disinfect frequently touched surfaces daily.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.

#### To disinfect:

Most common EPA-registered household disinfectants will work. Use disinfectants appropriate for the surface.

#### Options include:

- **Diluting your household bleach.**

To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water
- OR
- 4 teaspoons bleach per quart of water

Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.

- **Alcohol solutions.**

Ensure solution has at least 70% alcohol.

- **Other common EPA-registered household disinfectants.**

Products with [EPA-approved emerging viral pathogens](#) [7 pages] claims are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>



## How to Build Health Center Capacity

### Organizational Implementation for Process Improvement

- Clinical Pathways
  - Standing Orders
  - Population Health Management
- **Utilize** your intramural resources
  - Make a list and assign a condition
- **Invite** primary care, nursing, coaches, care managers, lived experience
- **Make time** in your existing meetings
- One staff per condition and plan it out for 6-12 months
- Train and retrain – supervision, all staff meetings, quality improvement meetings

### Professional Development and Education on Chronic Health Conditions

- Data
- Signs and Symptoms
- Diagnosis
- Behaviors
- Co-morbidities
- Interventions, Skills, Evidenced Based Practices
- Review of Resources (internal and for learning)





## Psychological factors affecting other medical conditions (PFAOMC) F54

- When a general medical condition is adversely affected by psychological or behavioral factors
- These factors precipitate or exacerbate the medical condition
- Interfere with treatment
- Contribute to morbidity and mortality

We know all illnesses are potentially affected by environmental factors such as employment and socioeconomics, relationships, neighborhood, and other social determinants.

**“It is more important to know what sort of person has a disease than what sort of disease a person has” -Hippocrates**

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## Friendly Reminders

- Recording and slide deck will be emailed after the webinar
- Webinar archive available here: <https://www.nsistrategies.com/free-webinars>
- Please fill out our questionnaire at the end ☺
- Want to discuss more? [nick@nsistrategies.com](mailto:nick@nsistrategies.com) or 808.895.7679
- We love to hear from you!

**Resilient Leadership Webinars: Managing Through Crisis**

*As health centers you are on the front lines of the COVID-19 response and in the midst of preparing to help support your communities. During challenging and stressful times, it is normal for a leader to feel off balance and stress can undermine our ability to lead at the most crucial times.*

*Please join us for any of our three webinars where we will discuss specific ways you can elevate your resiliency as a leader and empower your entire organization.*

 <p><b>Part I: Balance and Space</b></p> <p>Balance before action is critical to accessing our prefrontal cortex. Teach your teams to do this by holding space, thus enabling individual team members to stay regulated and resilient.</p> <p><b>March 24 Webinar Recording</b></p> <p>March 24 slides</p>	 <p><b>Part II: Structure and Feedback</b></p> <p>Be deliberate while keeping and creating structure. Elicit feedback not only to improve, but also to foster connection and creativity.</p> <p><b>April 2 1:00-1:30 EDT</b></p> <p>Sign up</p>	 <p><b>Part III: Communication and Flexibility</b></p> <p>During a crisis, our learning brains are off-line. Over-communication becomes essential, as does being 'flexibly directive.'</p> <p><b>April 7 1:00-1:30 EDT</b></p> <p>Sign up</p>
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# Thank you!



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Nick Szubiak, MSW, LCSW  
Integrated Health Consultant, NSI Strategies

nick@nsistrategies.com  
(808) 895.7679

[www.nsistrategies.com](http://www.nsistrategies.com)  
[twitter.com/nszubiak](https://twitter.com/nszubiak)  
[linkedin.com/in/nick-szubiak](https://linkedin.com/in/nick-szubiak)

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## Resources

- Academy of Nutrition and Dietetics <http://www.eatright.org/>
- American Association of Diabetes Educators  
<http://www.diabeteseducator.org/>
- American Diabetes Association <http://www.diabetes.org>
- Centers for Disease Control and Prevention, Diabetes Public Health Resource <http://www.cdc.gov/diabetes/>
- National Diabetes Education Program <http://www.ndep.nih.gov>
- National Diabetes Information Clearinghouse  
<http://diabetes.niddk.nih.gov>
- National Institute of Mental Health <http://www.nimh.nih.gov>

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