

## Utilizing Motivational Interviewing in the Management of Chronic Disease

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## Objectives

Following this one-hour presentation pharmacists and technicians should be able to...

- Describe motivational interviewing.
- Identify an instance when motivational interviewing could be beneficial to a patient.
- Develop an approach to address a patient's nonadherence through motivational interviewing.
- Develop a series of motivational interviewing questions to be used in a specific patient scenario.

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## Introducing "Miss Smith"

- 41 y/o female
- PMH: obesity, back pain, anxiety
- Diagnosed with T2DM in the UIHC ED 9 days earlier
  - BG = 601 mg/dL
  - HgbA1C = 12.7%
  - Started on metformin 500 mg daily

Medication	Indication
Metformin 500 mg daily	Type 2 Diabetes
Naproxen 440 mg twice daily	Osteoarthritis and back pain
Melatonin 6 mg every evening	Sleep

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## Miss Smith Presents to Family Medicine

- Pharmacist consulted for insulin dosing recommendation and administration training
- Metformin discontinued due to “intolerance”
- Insulin glargine (Lantus®) initiated
- Knowledge deficit identified
  - Plan for phone follow-up

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## Motivational Interviewing

- First described in 1983 and developed by Stephen Rollnick and William R. Miller to help treat addiction.

***Motivational interviewing is a directive client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence.***

Berger BA, Villaume WA. *Motivational Interviewing For Healthcare Professionals A Sensible Approach*. Washington, DC: American Pharmacy Association; 2013.  
Rollnick S, Miller WR. *What is motivational interviewing?* Behav Cogn Psychother. 1995; 23(4): 325-34.

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## Motivational Interviewing

- Used to determine patient readiness to engage in target behavior
- Increases treatment adherence by stimulating or enhancing intrinsic motivation

Villaume WA, Berger BA, Barker BN. Learning motivational interviewing: scripting a virtual patient. *Am J Pharm Educ*. 2006; 70(2):33.  
Berger BA, Villaume WA. *Motivational Interviewing For Healthcare Professionals A Sensible Approach*. Washington, DC: American Pharmacy Association; 2013.  
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# Intrinsic Motivation vs Extrinsic Motivation

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Your patient states that she doesn't need to take her insulin because she feels fine without it.

- Give one **BAD** example attempting to provide extrinsic motivation
- Give one **GOOD** example attempting to increase the patient's intrinsic motivation

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## Two Week Follow-Up

- Adherent to insulin glargine and self-monitoring of blood glucose (SMBG)

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Date	Before Breakfast	Before Lunch	Before Dinner	Bedtime
2/10/17	463	388	599	
2/11/17	367	456	477	458
2/12/17	351	442	HIGH	HIGH
2/13/17	379	282	483	489
2/14/17	373	424	333	498
2/15/17	436	500	310	
2/16/17	318	433		
2/17/17	ED Visit BG= 700 mg/dL		316	
2/18/17			329	HIGH
2/19/17	371	HIGH	316	341
2/20/17	361	HIGH	HIGH	
2/21/17	256	315	363	349
2/22/17	279	190	330	
2/23/17	249			
<b>MIN</b>	<b>249</b>	<b>190</b>	<b>310</b>	<b>341</b>
<b>MAX</b>	<b>463</b>	<b>500</b>	<b>599</b>	<b>498</b>
<b>AVG</b>	<b>356</b>	<b>381</b>	<b>392</b>	<b>423</b>

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### Two Week Follow-Up

- Adherent to insulin glargine and SMBG
- Insulin glargine increased to 26 units daily
- Continues to refuse metformin

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### Addressing Barriers to Treatment

- **R:** Roll with resistance
- **E:** Express empathy
- **A:** Avoid argumentation
- **D:** Develop discrepancies
- **S:** Support self-efficacy
  - Belief in one's capacity to succeed at a task

Villaume WA, Berger BA, Barker BN. Learning motivational interviewing: scripting a virtual patient. *Am J Pharm Educ.* 2006; 70(2):33.  
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## Motivating Patients

**Motivational interviewing is not about you motivating patients!**

Berger BA, Villaume WA. *Motivational Interviewing For Healthcare Professionals A Sensible Approach*. Washington, DC: American Pharmacy Association; 2013.

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## Motivating Patients

- Patients are already motivated, but they may be motivated to maintain current lifestyle.
- Make patients feel safe to express feelings and thoughts
- Don't push to change. Explore the resistance
- Shift from feeling responsible for patient decisions to "becoming a caring and safe resource" for patients.

Berger BA, Villaume WA. *Motivational Interviewing For Healthcare Professionals A Sensible Approach*. Washington, DC: American Pharmacy Association; 2013.

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## Additional Therapy

- Miss Smith states that she "takes too many pills"



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## Applying Motivational Interviewing

Avoid pitfalls that deviate from motivation interviewing:

- Argue that the patient needs to change
- Offer direct advice or solutions without the patient's permission or without encouraging the patient to make own choices
- Behave in a punitive or coercive manner
- Take authoritative stance, leaving patient in passive role

Rollnick S, Miller WR. *What is motivational interviewing?* Behav Cogn Psychother. 1995; 23(4): 325-34.

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## Applying Motivational Interviewing

- Build rapport with patients
  - Allows the pharmacist to challenge the patient's reasoning without the patient losing face
- Losing face
  - Competent face: desire to be viewed as "good" or "capable"
  - Autonomy face: desire to be viewed as independent or someone who can make own decisions

Rollnick S, Miller WR. *What is motivational interviewing?* Behav Cogn Psychother. 1995; 23(4): 325-34.  
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## Progress Made by Miss Smith

- BG average= 98 mg/dL
- Hgb A1C = 9.2% (four months later)
- Medications:
  - Insulin glargine 25 units daily
  - Albiglutide (Tanzeum<sup>®</sup>) 30 mg every week
  - SMBG one to two times daily

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## Applying Motivational Interviewing

- What does your illness mean to you?
- What do you think of the treatment? Do you believe it will be necessary?
- What do you understand will happen if you don't treat the illness?
- What will keep you on track for treatment? What might get in the way?

Berger BA, Villaume WA. *Motivational Interviewing For Healthcare Professionals A Sensible Approach*. Washington, DC: American Pharmacy Association; 2013.

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## Applying Motivational Interviewing

### Patient Case Discussion

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Lloyd Hansen  
76 y/o male

**Past Medical History:**  
HTN  
NSTEMI (11/14/17)

**Social History:**  
Smokes 1 ppd,  
Drinks Busch Light on weekends

Currently, admitted to your hospital for a heart attack

You are helping the inpatient team prepare him for discharge

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**Maria Santiago**  
34 y/o female  
**Past Medical History:**  
Migraines  
Seasonal allergies

**Jessica Santiago**  
8 y/o female  
**Past Medical History:**  
Asthma



Picking up a refill on Jessica's albuterol inhaler (ProAir®)

A one month supply of Jessica's Qvar® (corticosteroid, asthma control inhaler) was picked up 82 days ago

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**Milton Roberts**  
81 y/o male

**Past Medical History:**  
Depression  
Osteoarthritis  
COPD

**Social History:**  
Lives with his wife in North Liberty  
Has 4 grandchildren living in Oregon with son and daughter-in-law

Presents to Geriatrics Clinic for his 6 month follow-up

You recommend simplifying his medication list by discontinuing his simvastatin

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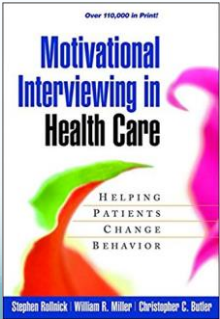
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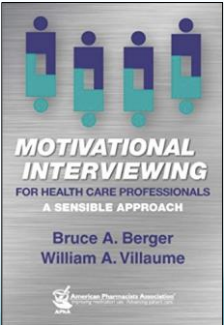
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## Applying Motivational Interviewing





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**Patient-centered**

**Intrinsic Motivation**

**Build Rapport**

**Express Empathy**

**Explore Resistance**

**Resolve Ambivalence**

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**Objectives**

Following this one-hour presentation pharmacists and technicians should be able to...

- Describe motivational interviewing.
- Identify an instance when motivational interview could be beneficial to a patient.
- Discuss a potential opportunity for utilizing motivational interviewing
- Develop an approach to address a patient's nonadherence
- Develop a series of motivational interviewing questions to help a patient increase motivation with regard to treating their chronic disease (pharmacists only)

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**Thank You**

**Utilizing Motivational Interviewing  
in Diabetes Management**

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November 16, 2017

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