

The Webinar will begin promptly at 12pm

Due to the number of participants, you will be automatically placed on mute as you join to ensure good quality sound. If you would like to comment or ask a question, please use the “chat feature”

Send your questions to the host via the chat window in the Zoom meeting.

Q+A will open at the end of the presentation.

Follow-up questions?

Contact



Samantha Di Paola
sdipaola@healthmanagement.com

MOTIVATIONAL INTERVIEWING REFRESHER

EVOKING : USING OARS TO STRENGTHEN MOTIVATION TO CHANGE



PRESENTED BY:
Marsha Johnson, LCSW
Suzanne Daub, LCSW

Tuesday,
January 31, 2023
12:00 pm – 1:00 pm EST

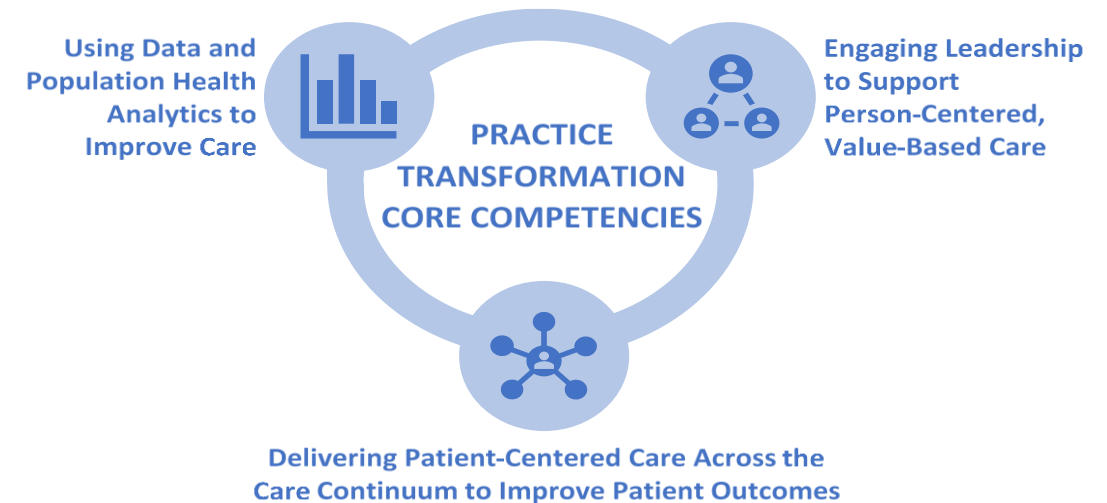
Integrated Care DC is managed by the DC Department of Health Care Finance (DHCF) in partnership with the DC Department of Behavioral Health (DBH). This project is supported by the Centers for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$4,616,075.00 with 100 percent funded by CMS/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, or an endorsement by, CMS/HHS, or the U.S. Government.

WHAT IS INTEGRATED CARE DC?



- >> Integrated Care DC is a five-year program aimed to enhance Medicaid providers' capacity and core competencies to deliver whole person care for physical, behavioral health, SUD and social needs of beneficiaries.
- >> Integrated Care DC is managed by the DC Department of Health Care Finance (DHCF) in partnership with the DC Department of Behavioral Health (DBH). Health Management Associates will provide the training and technical assistance.

The goal is to improve care and Medicaid beneficiary outcomes within three practice transformation core competencies:



- » The program offers several components of coaching and training. Material is presented in various formats. The content is created and delivered by HMA subject matter experts with provider spotlights.
- » All material is available on the project website: [Integratedcaredc.com](https://integratedcaredc.com)
- » Educational credit is offered at no cost to attendees for select elements.



>> Are you receiving our Integrated Care DC Newsletters?

Check your inbox at the beginning of the month for the Monthly Newsletter and around the 15th for the Mid-Month Update.



>> Got ideas?

Take this short survey to share suggestions and requests for trainings.

<https://www.integratedcaredc.com/survey/>



PRESENTERS



Marsha Johnson, LCSW
TA Coach/SME
mjohnson@healthmanagement.com



Suzanne Daub, LCSW
TA Coach/SME
sdaub@healthmanagement.com

Faculty	Elizabeth Wolff, MD, MPA CME Reviewer	Muriel Kramer, LCSW, FNAP CE Reviewer	Suzanne Daub, LCSW Presenter	Marsha Johnson, LCSW Presenter
Company	No financial disclosures	No financial disclosures	No financial disclosures	No financial disclosures
Nature of relationship	N/A	N/A	N/A	N/A

HMA discloses all relevant financial relationships with companies whose primary business is producing, marketing, selling, re-selling, or distributing health care products used by or on patients.

- ❖ Health Management Associates, #1780, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Health Management Associates maintains responsibility for this course. ACE provider approval period: 09/22/2021 – 09/22/2025. Social workers completing this course receive 1.0 continuing education credits.

To earn CE credit, social workers must log in at the scheduled time, attend the entire course and complete an online course evaluation. To verify your attendance, please be sure to log in from an individual account and link your participant ID to your audio.

- ❖ The AAFP has reviewed Integrated Care DC Webinar Series and deemed it acceptable for AAFP credit. Term of approval is from 01/31/2023 to 01/30/2024. Physicians should claim only the credit commensurate with the extent of their participation in the activity. This session is approved for 1.0 Online Only, Live AAFP Prescribed credits.
- ❖ **If you would like to receive CE/CME credit, the online evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.
- ❖ Certificates of completion will be emailed within 10-12 business days of course completion.

Motivational Interviewing Refresher: Using Open Ended Questions, Affirmations, Reflection and Summarizing (OARS) Skills to Strengthen Motivation to Change

- >> Welcome and Program Announcements
- >> Motivational Interviewing, purpose, spirit and processes
- >> Practice using OARS to motivate change
- >> Closing Remarks/Q&A

OBJECTIVES

1. Describe the purpose, spirit and target of Motivational Interviewing (MI)
2. Practice OAR skills through exercises to increase confidence

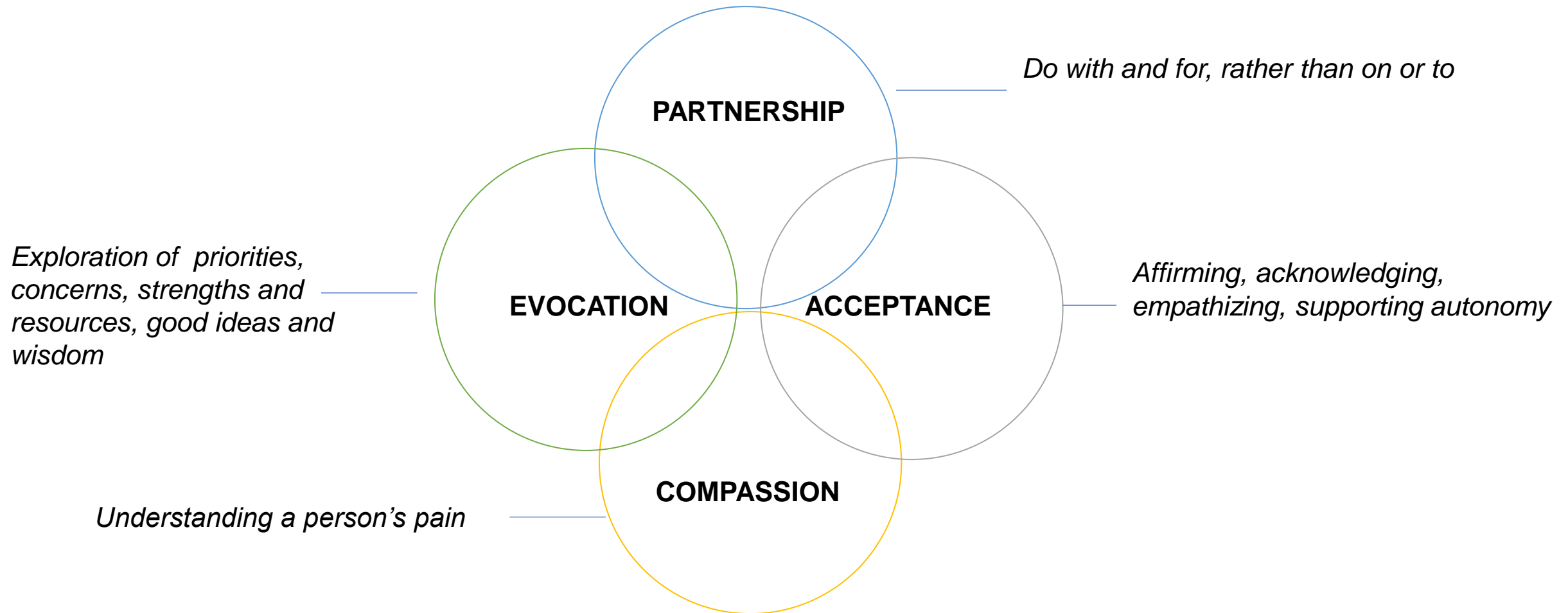


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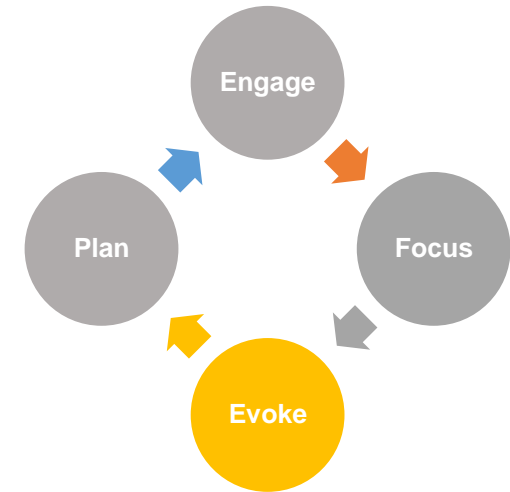
MOTIVATIONAL INTERVIEWING REFRESHER

**EVOKING : USING OARS TO STRENGTHEN
MOTIVATION TO CHANGE**

THE SPIRIT OF MOTIVATIONAL INTERVIEWING



EVOKING WITH OARS



- >> **O**pen-ended questions
- >> **A**ffirmations
- >> **R**eflections
- >> **S**ummaries

- >> Mentioning a desire, ability, reason, and need to change their behavior
- >> When you hear change talk, **get curious about it**

I **want** to lose some weight (vs. I will lose some weight)

I **wish** I could get more comfortable around people without drinking

I **will** get my blood drawn before our next appointment

I **need to** get better at taking my medicine

- » An Argument Against Change
- » When you hear sustain talk, try to **avoid** eliciting a lot more information or deeply reflecting on reasons not to change

I just love drinking and how it makes me feel

I don't want to give up smoking

I hate exercising

I've had it with diets

IT'S NORMAL TO HEAR SUSTAIN TALK AND CHANGE TALK INTERTWINED



- >> An equal mix of change talk and sustain talk likely means the status quo will be maintained
- >> Using the evoking process keeps the person moving forward towards change instead of thinking in circles





More change
talk please!

OPEN-ENDED QUESTIONS TO STRENGTHEN COMMITMENT



Patient says....	No Problem-solving Questions (not yet)	Ask evoking questions
"I should do something about all this weight gain since the pandemic. I don't feel good about myself, I avoid being in public and I know carrying around this extra weight is not good for me."	<ul style="list-style-type: none">• How do you think you could build more exercise into your life?• What might you be eating that is contributing to your weight gain?	<ul style="list-style-type: none">• What concerns you the most about this weight gain?• How do you think the weight gain will affect you if you aren't able to lose it in the next few years?



“You made it to that appointment, way to go!”



“The way you carefully planned your time and the trip to your doctor’s appointment made all the difference. Well done!”



“I’m sure you can do this”



You cut back on smoking last month, that’s a strong sign you can take on hard change”



- >> Positive statements about the person: **strengths** and **accomplishments**
- >> **Not** praise or compliments
- >> **Descriptive**, not evaluative

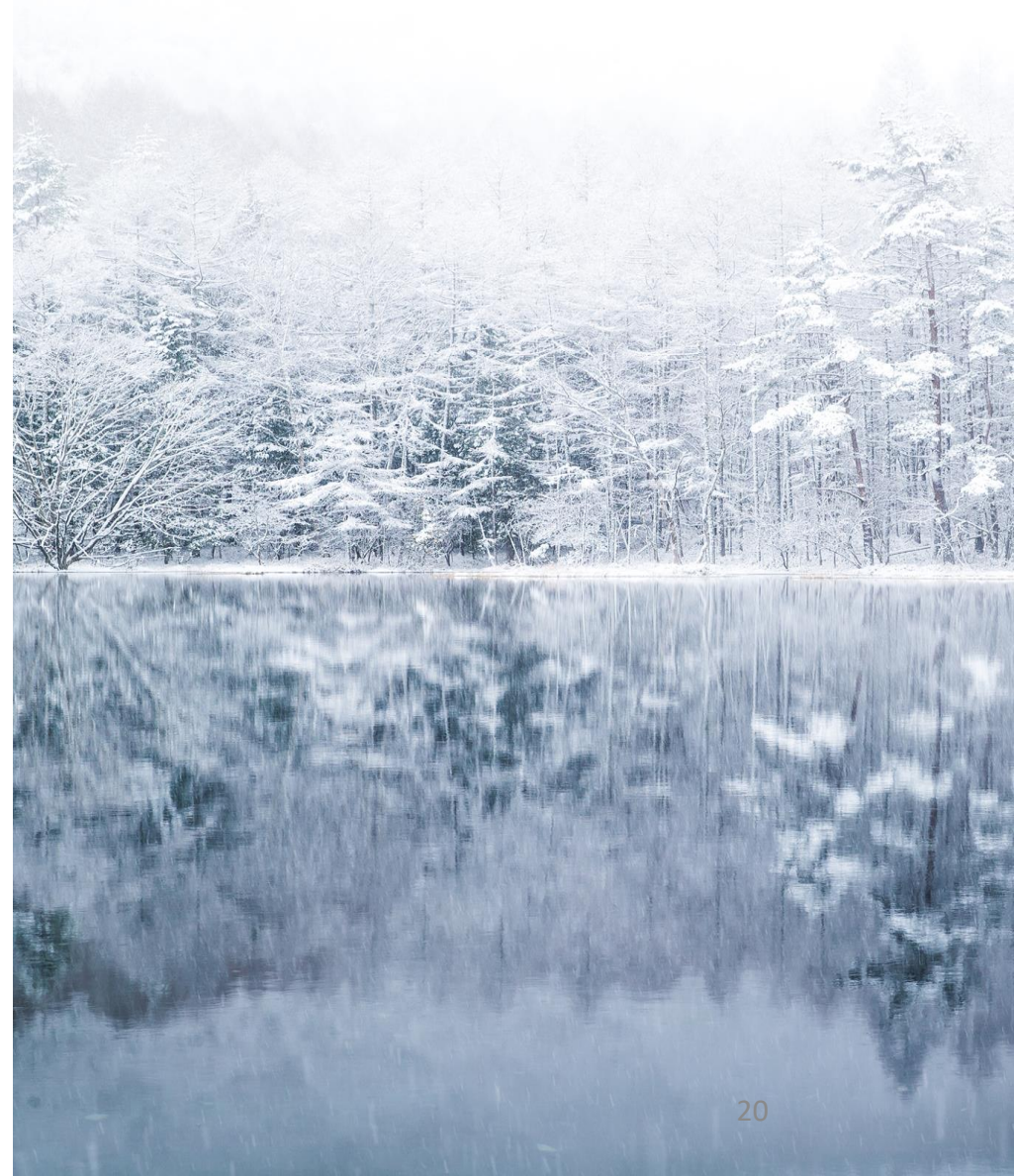
Individual Says:

“I quit drinking a few times—once for a year and a bunch of times for a couple of months. It never sticks for me.”

A reflection is a statement that holds up a mirror to your conversation

Individual Says:

“I don’t see the point of quitting smoking now. I am 77 years old. I know that it would help my blood pressure, but I wonder, why start now?”



>> Use the summary + open-ended question formula



Summary

You're not sure that taking medication for your depression is a good idea. You don't like taking medication for anything, even a headache, so this would be a big change in how you handle your health issues. At the same time, it's been hard to do some of the other things that might help you, like getting more sleep and taking a short walk every day.

And now add a question...

"How do you see your future if you continue to struggle with this level of depression?"

>> *“I have bipolar disorder and alcohol and cocaine are a natural part of my episodes. I used to feel better when I’m depressed but coming off the cocaine and binge drinking make me depressed too. It’s hard to sort out. I’ve tried everything, AA, detox, counseling, but I’ve only stayed away from it for a couple of months at most. I haven’t seen my kids for a while, their mother won’t let me until I get a handle on my bipolar and my drug use. I miss them, and I don’t want them to forget about me. I also don’t want them to see me like this, but I’ve been this way for a long time. Who knows if I can change”?*

>> *Create an open-ended question, affirmation and reflection on mural*

» *“I have bipolar disorder and alcohol and cocaine are a natural part of my episodes. I used to feel better when I’m depressed but coming off the cocaine and binge drinking make me depressed too. It’s hard to sort out. I’ve tried everything, AA, detox, counseling, but I’ve only stayed away from it for a couple of months at most. I haven’t seen my kids for a while, their mother won’t let me until I get a handle on my bipolar and my drug use. I miss them, and I don’t want them to forget about me. I also don’t want them to see me like this, but I’ve been this way for a long time. Who knows if I can change”?*



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- » Use OARS to evoke and **strengthen change talk**
- » Try to **avoid** eliciting a lot more information or deeply reflecting on reasons not to change
- » Affirmations are most powerful when descriptive (vs. cheerleading)
- » By choosing to reflect change talk, we can often elicit more change talk
- » Use the summary + open-ended question formula to move the conversation forward



Marsha Johnson, LCSW
mjohnson@healthmanagement.com



Suzanne Daub, LCSW
sdaub@healthmanagement.com

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- >> Please complete the online evaluation! **If you would like to receive CE or CME credit, the evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.

- >> The webinar recording will be available within a few days at:
<https://www.integratedcaredc.com/learning/>

- >> **Upcoming Webinar:**
 - >> *Guiding: Using Motivational Interviewing Skills to Guide Conversations*, March 7, 2023, 12:00 – 1:00 pm EST

- >> For more information about Integrated Care DC, please visit:
<https://www.integratedcaredc.com/>