

Motivational Interviewing – Fishbowl Series

Move to Understanding and Action

Series 3 of 3

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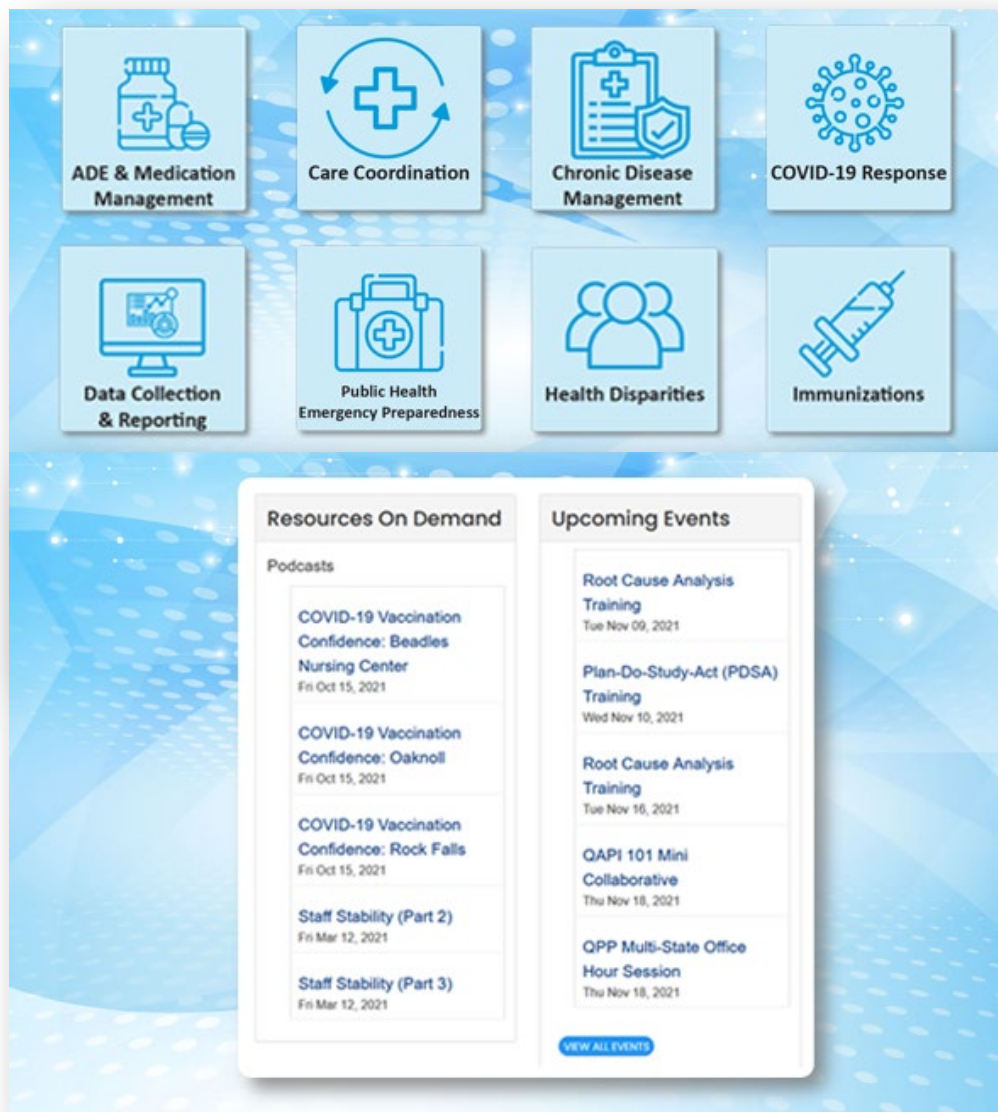
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Telligen QI Connect™
Partnering to improve health outcomes through relationships and data



> More Motivational Interviewing Skills

A Three-Part Webinar Series

Objectives for this Series

- Describe some (not all) Motivational Interviewing skills that can be used to have a conversation about vaccines and boosters
- Identify Motivational Interviewing skills (tactics, strategies) used in various conversations
- Practice using Motivational Interviewing skills **

COVID-19 Vaccinations and Boosters

Most are feeling overwhelmed and worn out from talking about this – staff, leaders, everyone...

➤ So, why are we *still* talking about this?

1. Vaccines/boosters are still one of the best ways to prevent death and hospitalization from COVID-19 – especially with more variants appearing
2. Booster rates are still low (less than 50% for residents and/or staff)
3. Opportunity (to learn more about MI, how to use this skill and make it transferrable to other topics)



Motivational Interviewing



- If you're new to Motivational Interviewing as an idea, please go back and review slides from our five-part series on Motivational Interviewing this summer:
 - [Session 1](#)
 - [Session 2](#)
 - [Session 3](#)
 - [Session 4](#)
 - [Session 5](#)
- See resources slide at the end for more

What We Covered Last Time



Session 1

- Preparing yourself first
- Change Talk

Session 2

- Process steps

In Both Sessions

- Asking questions
- Scenarios – skilled response, unskilled response

Process Steps with Motivational Interviewing

Engage

Ask permission to have the conversation
Express empathy
Ask questions

Use affirmations
Support autonomy

Focus

- Define and develop a direction for change
- What's the agenda? What do they want to change?
- Change talk happens here

Evoke

- Collect ideas for change
- Talk about reasons and importance of change
- Explore confidence in ability to change

Plan

- Engage and commitment to action
- How to change

OARS Techniques

- Open questioning gives a person the opportunity to tell his or her story and provide important information
- Affirming is recognizing strengths and acknowledging behaviors that lead in the direction of positive change
- Reflecting allows listeners to clarify what was said for the purpose of understanding
- Summarizing is repeating back what was said using your own words

Examples of Open-Ended Questions



- How can I help you with protecting yourself from COVID-19?
- Help me understand what you know about the COVID-19 vaccine
- How can you protect yourself from being infected with COVID-19?
- What are the good things about COVID-19 vaccine? What are the less good things about it?
- What do you want to do next?

Examples of Affirmations

- I appreciate that you are willing to meet with me today.
- You were very honest with me about your feelings. Thank you.
- I've enjoyed talking with you today.
- You have a very strong belief system.
- You're really dedicated to finding out more information.
- This is something that hard to talk about and you're willing to discuss it more



Check yourself first

- What's the purpose of having a conversation about boosters?
 - If it's to convince, coerce, correct, or get someone to do something...stop
- Confirm your purpose is to:
 - Hear about the other person, their reasons, motivations, concerns, etc.
 - Listening to learn, learning to listen

> Let's Practice

- Introduce a scenario
- Practice different ways of responding

Case Study

A staff member has agreed to meet with you about the COVID-19 booster vaccine.

You: I'd like to talk to you today about the COVID-19 booster vaccine. I see you haven't had it yet. Can you tell me how you're feeling or what you're thinking about the booster?

Staff: I think the whole vaccine thing is a hoax. It's not real. It's not helping anyone. Look at all our residents who were vaccinated and still got COVID-19! My parents never took any of the vaccines and they've never had COVID-19. Plus, everyone is getting sick from the vaccine. They're missing work because of it.

Let's Unpack This Conversation

Set the stage

You: I'd like to talk to you today about the COVID-19 booster vaccine. I see you haven't had it yet. *Can you tell me how you're feeling or what you're thinking about the booster?*

- Situation, why you're meeting, what you know
- Open ended question
- Now for the hard part... Listening with out judgement, seek to understand

Let's Unpack This Conversation

Staff: I think the whole vaccine thing is a hoax. It's not real. It's not helping anyone. Look at all our residents who were vaccinated and still got COVID-19! My parents never took any of the vaccines and they've never had COVID-19. Plus, everyone is getting sick from the vaccine. They're missing work because of it.

There are a lot of ways to go from here:

What are some things you could say?

- Even unskilled responses...!

Let's Unpack This Conversation

Staff: I think the whole vaccine thing is a hoax. It's not real. It's not helping anyone. Look at all our residents who were vaccinated and still got COVID-19! My parents never took any of the vaccines and they've never had COVID-19. Plus, everyone is getting sick from the vaccine. They're missing work because of it.

There are a lot of ways to go from here:

- *Reflective listening* – share back with them what you heard
- *Summarize* – like reflective listening but more
- *Open ended question* – ask a question to find out more about what they think, feel, or believe

Let's Unpack This Conversation

Staff: I think the whole vaccine thing is a hoax. It's not real. It's not helping anyone. Look at all our residents who were vaccinated and still got COVID-19! My parents never took any of the vaccines and they've never had COVID-19. Plus, everyone is getting sick from the vaccine. They're missing work because of it.

Let's try this...

Reflective listening: *It sounds like you believe the vaccine isn't helping prevent COVID-19 and it's making people sick.*

What else could you say?

Let's Unpack This Conversation

Staff: I think the whole vaccine thing is a hoax. It's not real. It's not helping anyone. Look at all our residents who were vaccinated and still got COVID-19! My parents never took any of the vaccines and they've never had COVID-19. Plus, everyone is getting sick from the vaccine. They're missing work because of it.

Let's try this...

Open ended question: Tell me more.. OR

What do you think are some reliable sources of information?

Whose information would you trust and believe?

What else could you say?

How Can I Learn More About Motivational Interviewing?

- A skill that requires training then practice
 - TRAIN is a national learning network that provides quality training opportunities for professionals who protect and improve the public's health
 - <https://www.train.org/main/welcome>
 - CDC website: Talking with Patients about COVID-19 Vaccination
 - <https://www.cdc.gov/vaccines/covid-19/hcp/engaging-patients.html>
- Iowa Chronic Care Consortium
 - <http://iowaccc.com/health-coach-programs/>



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Monkey Pox Clinical Presentation & Pain Management

1:00p.m. – 2:00p.m. CT

[Registration link](#)



Ask an Expert: Connecting the Dots: Immunizations, Sepsis, and Antibiotic Stewardship

11:00a.m. – 11:30a.m. CT

[Registration link](#)



Give Your Nursing Home a Boost: NHNS Flu Reporting and NHSN Q&A

12:00a.m. – 12:30a.m. CT

[Registration link](#)

