



Actor portrayals

Care Manager / Patient Video Leader Guide



Leader Guide | Care Manager / Patient Video

This **Leader Guide** accompanies the video that demonstrates a telehealth conversation between a care manager and a patient with schizophrenia. The Leader Guide annotates the video script highlighting the specific motivational interviewing (MI) principles or skills demonstrated during the interaction. **Before viewing this video, participants should watch the [Overview video](#), which introduces the skills and principles of MI.**



Scan this QR code or **click here** to access all Motivational Interviewing videos, including the Overview.

The **Knowledge Check for Workshop Participants** provides another version of the script where the MI principles or skills **are not highlighted**, which participants can use to identify and record the MI principles or skills being demonstrated by the care manager at various points in the interaction.

Use this Leader Guide to deliver an MI skill-building workshop. The Leader Guide suggests places in the script where you should consider pausing the video. During these pauses, ask participants to identify the principles or skills they have seen demonstrated. Have them record their answers in the Knowledge Check in the blank column titled “MI Principle or Skill” and ask the group to discuss their responses. Use the Leader Guide to cross-check the answers for accuracy.

This particular video illustrates the spirit and skills of MI demonstrated by a care manager, Marcy, during a telehealth visit with Paul Jones, who has schizophrenia and is reluctant to take medication. Although the interaction is fictional, it represents a real-world encounter. The script for this interaction was developed by Dr. Damara Gutnick, an internal medicine physician and member of the Motivational Interviewing Network of Trainers (MINT). MINT is an organization committed to improving the quality and effectiveness of counseling and consultations with clients about behavior change.

Background on the video



Actor portrayals

Paul Jones is a 45-year-old man with schizophrenia and hypertension. He lives alone and is on disability. When on medication he is able to manage and care for himself and his dog. He is an artist and occasionally does odd jobs in the community like shoveling and raking. He smokes 1–2 packs per day and is not interested in quitting.

Paul has a care manager who meets with him weekly via telemedicine. He usually sees his psychiatrist once a month. His mother is also very involved in his care. She makes sure his bills are paid and calls him each morning to check in.

Paul was last hospitalized several months ago with acute psychosis after stopping his antipsychotic medication. His mother called the police when he didn't return her calls, and the police found him barefoot, disheveled, and sleeping in a local park.

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Voiceover	<p>This video of a simulated patient interaction demonstrates a care manager’s use of Motivational Interviewing skills and spirit with a patient with a history of schizophrenia during a telehealth clinical encounter.</p> <p>The script for this video was developed by Dr. Damara Gutnick, an expert in MI. Dr. Gutnick is an internal medicine physician and member of the Motivational Interviewing Network of Trainers (MINT). To learn more about the spirit and skills associated with MI we suggest you watch the Overview video as well.</p> <p>Paul Jones is a 45-year-old man with schizophrenia and hypertension. He lives alone and is on disability. When on medication he is able to manage and care for himself and his dog. He is an artist and occasionally does odd jobs in the community. He smokes 1–2 packs per day and is not interested in quitting.</p> <p>Paul has a care manager who meets with him weekly via telemedicine. He usually sees his psychiatrist once a month. His mother is also very involved in his care. She calls him each morning to check in.</p> <p>Paul was last hospitalized several months ago with acute psychosis after stopping his antipsychotic medication. His mother called the police when he didn’t return her calls and the police found him barefoot, disheveled, and sleeping in a local park.</p>	
Care Manager	Hi Paul. It’s Marcy, your care manager.	
Paul	Oh.	
Care Manager	I am calling to check in about how things have been going for you.	
Paul	Yeah.... Everything is fine.	

Suggested Break  Pause the video here.

Leader Instructions:

Pause the video here. Explain to the group that they are about to see the care manager use a number of MI skills in her discussion with Paul.

Instruct them to use their Knowledge Check document to record the skills as they identify them.

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Care Manager	So...things are going fine. What have you been up to this week?	Reflection Open-Ended Question ¹
Paul	Nothing special.... Just the usual...walking my dog... doing some artwork.	
Care Manager	Sounds like you have been doing things that you enjoy.	Reflection ¹
Paul	Yeah, I suppose so.	
Care Manager	Do you have any new concerns this week?	Open-Ended Question ¹
Paul	Nothing really.	
Care Manager	Well from our past discussion I know you don't really like it when I ask about your medication. I understand that you have some mixed feelings about being on them. As I shared the last time we spoke, checking in on how you are doing on your medications is part of my job...so, can we spend a few minutes talking about them now?	
Paul	I guess so. You know my mom gives me cigarettes if I speak to you on the computer each week and keep these stupid appointments.	
Care Manager	Cigarettes are important to you, so it makes these conversations worthwhile.	Simple Reflection ¹
Paul	Yep.	
Care Manager	So how has it been going with your medications?	Open-Ended Question ¹
Paul	You know, about the same.... I have been mostly taking them but still feel like they zap my energy and I don't really think I need to keep taking this dose. I asked my doctor about cutting the dose in half and she didn't like that idea.	

Suggested Break  Pause the video here.

Leader Instructions:

Ask the group to share some of the skills they saw the care manager demonstrate.

Note: The skills demonstrated so far have focused on the use of Reflections and Open Ended Questions. Participants may identify other skills as well. If they do, explore in more detail what led them to that conclusion.

After the discussion, explain that the care manager will demonstrate several more skills, and that the patient will begin to use Change Talk. Ask the group to identify both MI skills demonstrated by the care manager as well as Change Talk from the patient.

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Care Manager	You were hoping for a lower dose but for some reason your doctor still wants you to be on this dose. Do you have any idea why that is the recommendation?	Reflection Open-Ended Question ¹
Paul	Well, that's just what they tell me...they think I need it...the doctor...my mom...YOU—EVERYONE thinks I need it.	
Care Manager	Everyone except you.... You can't think of any reason whatsoever why anyone would think you need to be on this medication?	Amplified Negative Reflection ¹
Paul	Well...I guess my mom gets worried because when I was off it in the past, things didn't go so well.... One time I wound up in the hospital...and then there was another time I ended up in jail...but I don't think that was only because I wasn't taking my medicine.	Change Talk ¹
Care Manager	You are not convinced that not taking your medication was the only reason you ended up in the hospital or jail, and yet you recognize that others are concerned that not taking your medications may have contributed.	Double-Sided Reflection ¹
Paul	Yeah...my mom thinks it's important for me to take my medications.	Change Talk ¹
Care Manager	And you want to do anything possible to avoid going back to the hospital. You told me how much you have hated being there.	Reflection ¹
Paul	Yes. That place was the worst. I was worried sick about my dog!	Change Talk ¹
Care Manager	Tell me more....	Open-Ended Question ¹

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Paul	The hospital sucked. There were so many rules. I couldn't smoke there and that was driving me crazy...and those dumb nicotine replacement patches are worthless. I can't go back there!	Change Talk ¹
Care Manager	The nicotine patches didn't control your cravings and you didn't like people in the hospital telling you what you could and couldn't do. Your priority is to do ANYTHING you can to stay out of the hospital and to be home so you can take care of your dog.	Summary ¹
Paul	Darn right. You said it.	Change Talk ¹
Care Manager	What are your ideas about what it would take to stay out of hospital?	Open-Ended Question ¹
Paul	I think I am doing fine. As long as I get sleep...and get my cigarettes. I am doing fine. People just need to leave me alone.	
Care Manager	Well, it sounds like you have some good ideas about what is needed to stay out of the hospital. How is your sleep going?	Reflection ¹ Open-Ended Question ¹
Paul	I guess I can't complain about that. If anything, I sleep too much these days. That is the one thing the medicine seems to help with.	Change Talk ¹
Care Manager	You found that getting a good night's sleep is super important. Are there other things about these medications that make life easier for you in any way?	Reflection ¹ Open-Ended Question ¹
Paul	My mom seems to feel better about it when I take them, and she feels so strongly about it that she brings me cigarettes when I promise to take them...and I couldn't live without my cigarettes.	Change Talk ¹
Care Manager	So, even though you are not at all convinced that you really need these medicines, they do help you sleep, your mom feels better when you take them, and you are able to do the things that really matter to you—like your art and walking your dog.	Summary of Change Talk ¹
Paul	Yep, that's true.	

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Care Manager	I really appreciate you having this honest conversation with me about it. I know that you don't like to talk about this, but it sounds like you are telling it like it is.	
Paul	Yeah.	
Care Manager	I know you are a private person and I really appreciate you speaking with me. Would it be OK if we talked again in a week or so?	
Paul	I guess so.	

Suggested Wrap-Up

Leader Instructions:

Review the input from the group about the specific skills identified.

As a group, discuss Paul's motivations, and how they were expressed in Change Talk.

To help participants apply the skills demonstrated in the video, consider asking the group the following questions:

What MI skills were effective in this scenario?

**What is one strategy that you can use from this video in your own practice today?
Which patients would you start with?**

**What are some barriers to applying these skills in your own practice?
How might you overcome these barriers?**

References

1. Miller WR, Rollnick S. *Motivational Interviewing: Helping People Change*. 3rd ed. New York, NY: Guilford Press, 2013.
2. Vanderwaal FM. Impact of motivational interviewing on medication adherence in schizophrenia. *Issues Ment Health Nurs*. 2015;36(11):900-904. doi:10.3109/01612840.2015.1058445

