



Actor portrayal

Pharmacist / Patient Video Leader Guide



Leader Guide | Pharmacist/Patient Video

This **Leader Guide** accompanies the video that demonstrates a telephone interaction between a pharmacist and a patient with multiple chronic conditions who is exhibiting depressive symptoms. 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 pharmacist 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 pharmacist during an unscheduled telephone call with Reggie Brown, an ambivalent patient with significant health issues. 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 portrayal

Reggie Brown is a 54-year-old man with hypertension, hyperlipidemia, diabetes, history of stroke, and obesity. The pharmacist embedded into his care team called him because he did not pick up his Blood Pressure medications after they were renewed last month. Reggie is on multiple medications for his multiple chronic diseases; however, his doctor suspects nonadherence because his pressure was very high at his last visit. Reggie's daughter is graduating college this spring. During the conversation, the pharmacist notices that Reggie may be experiencing depressive symptoms.

During the dialogue, the pharmacist uses MI to explore Mr. Brown's ambivalence toward taking his medication, ASK-TELL-ASK to give information and advice, and Brief Action Planning (BAP) to guide him to set a SMART goal related to improving his medication adherence.

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Voiceover	<p>This video of a simulated patient interaction demonstrates a pharmacist applying the skills and spirit of Motivational Interviewing during a telephonic outreach encounter. 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>Reggie Brown is a 54-year-old man with Hypertension, Diabetes, Hyperlipidemia, and Obesity. He had a small stroke last year. Initially he was very diligent his medication regimen, but recently his doctor suspects nonadherence because his BP was very high at the last visit.</p> <p>Mr. Brown is on multiple medications for his chronic diseases. The pharmacist embedded into his care team called him because he missed his last appointment and to make sure he has medications.</p>	
Pharmacist	<p>Hi, Mr. Brown. Your doctor asked me to call you because your Blood Pressure was really high at your last visit and you missed your follow-up BP check. He wanted to make sure you had all your medications.</p>	

Suggested Break  Pause the video here.

Leader Instructions:

Explain to the group that they are about to see the pharmacist use a number of MI skills in her discussion with Reggie.

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

Reggie Brown	Yes, I know. He told me it was high.	
Pharmacist	Looking back in your chart, it looks like you had very well controlled BP since your stroke last year.... Do you have any ideas about why it is high now?	Open-Ended Question ¹
Reggie	Probably because I don't always take my pills.	
Pharmacist	What are some of the reasons why taking your medications is important?	Open- Ended Question ¹

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Reggie	Oh, I know it is important to keep my BP under control... I had a stroke in the past, and I know that my diabetes, high cholesterol, and high BP put me at risk of having another one.	Change Talk ¹
Pharmacist	So, it sounds like you have a really good understanding of why controlling your BP is important. Help me understand why you are not taking your medications.	Reflection ¹ Open-Ended Question ¹
Reggie	Lately I have just been forgetting to take them... Truthfully, it has been a very difficult year. And I have been feeling really down. Sometimes I think it doesn't even matter anymore.	Sustain Talk ¹
Pharmacist	You are feeling down, and you've lost your motivation to take care of yourself.	Reflection ¹
Reggie	Yes, that's about right. I just don't have energy or drive to follow through on things.	Sustain Talk ¹
Pharmacist	Tell me about what has been going on.	Open-Ended Question ¹
Reggie	It has been a hard year. First, my dad died of COVID, and we were not able to be with him. That was terrible. We were very close... All the kids, including my daughter who is a college student, are taking classes from home, which is challenging since we live in a small apartment and the internet signal is poor. They are always complaining and making a fuss. And then my wife lost her job...so, financially we have been struggling.	
Pharmacist	You have a lot going on. Anyone in your position would feel overwhelmed.	Reflection ¹

Suggested Break  Pause the video here.

Leader Instructions:

Inquire how ready the group thinks Reggie is to change. Ask what they hear behind what Reggie is saying. Is he using Change Talk or Sustain Talk? (**Note: He is using a mixture of both.**) Ask how the group might normally respond to this level of ambivalence. Explain that the pharmacist will demonstrate some key MI skills and also use some more nuanced skills. Instruct the group to continue to listen to Reggie's dialogue, and identify the skills the pharmacist uses to respond to his ambivalence. Ask them to identify all the unique skills the pharmacist uses to respond to Reggie's ambivalence and move him toward positive action.

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Reggie	Yes, it has been hard. But that is no excuse. I know better and should be on top of my health.... it's just that I don't have the energy to actually follow through. I have been feeling so down lately that I just don't care as much about things.	Change Talk mixed with Sustain Talk ¹
Pharmacist	You have no hope that things will get better, and right now there is nothing that you are looking forward to.	Amplified Negative Reflection ¹
Reggie	No. I know things will get better. My daughter is graduating college this year, and hopefully because of the vaccine we will be able to celebrate together.	Change Talk ¹
Pharmacist	It sounds like you are very motivated to get your blood pressure down and recognize the consequences and risks associated with poor control.... It is concerning, however, that you have been feeling so down that it is impacting your ability to adhere to your medications. It might be helpful for you to see your doctor for a further assessment of your mood.	Reflection ¹
Reggie	Yes. That makes a lot of sense. I don't want to have another stroke.	Change Talk ¹
Pharmacist	I am glad you agree. Before we get off the phone today, I will speak to the secretary and get you an appointment with your doctor. But first...can you tell me a bit about how after your stroke you were able to keep on top of your health?	Open Ended Question ¹
Reggie	Well, the stroke was really scary for me. I lost my ability to move my left side and for a week had difficulty speaking. It was lucky that my symptoms resolved. But it made me think about my own mortality and my kids. My mother had a stroke when she was 65, and she wasn't so lucky. It fell on my dad and us, her children, to care for her until she died at 75. She lost her independence. It really scared me because I don't want to be a burden to my family.	Change Talk ²
Pharmacist	So that fear of being a burden on your family, in the past motivated you to make changes to manage your health.	Reflection ¹

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Reggie	Yes. The doctors explained how important it was for me to lose weight and get my blood pressure under control. I lost 45 lbs and took my BP, diabetes, cholesterol med, and aspirin every day.	Change Talk ¹
Pharmacist	When you are motivated and have energy, you are able to do a great job self-managing your chronic diseases.	Affirmation ¹ Reflection ¹
Reggie	Thank you...yes, you are right. When I had energy, I was able to. I know I should now too, but truthfully... most days I just don't take any of my meds.	Change Talk mixed with Sustain Talk ¹
Pharmacist	So, it sounds like there are many important reasons for you to get your BP under control again. You know that you are at high risk for another stroke, and you don't want to be a burden on your family, and you want to be able to enjoy your daughter's graduation celebration.... So, what do you think you will do now?	Summary: Bouquet of Change Talk ¹ Open Ended Question ¹
Paul	Well, I want to restart my medications, but truthfully, I am overwhelmed because there are so many pills.	Change Talk and Sustain Talk ¹
Pharmacist	It sounds like you are motivated to get started and might benefit from some organizational tools to make it easier to keep your pills straight. Would you like to make a plan around this?	Reflection ¹ Brief Action Planning (BAP) ²
Reggie	Yes. That would definitely be very helpful. I am at a loss about how to manage this.	
Pharmacist	Would you like me to share some ideas that have worked for other patients to keep their medication organized?	Ask Permission to Share Information ^{1,2} Behavioral Menu (BAP) ²
Reggie	Yes, that would be great.	

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Pharmacist	OK. Well, some patients I have worked with get their family involved to remind them to take their pills. Other patients like to use a weekly pill organizer that has daily compartments for morning and evening doses. And I have another patient who uses resources from the company that makes her pill, to help her keep her medications on track. Would any of these strategies work for you, or perhaps you have an idea of your own?	Elicit-Provide-Elicit to Share information¹ Behavioral Menu (BAP)²
Reggie	I like the idea of using a pill organizer.	
Pharmacist	That is great. Many people find it helpful to get very specific with the details of their plan. So, what exactly will you do?	SMART Behavioral Planning (BAP)²
Reggie	Well, I will buy a pill organizer in the pharmacy downstairs this afternoon when I go pick up my medications, and then fill it with all my medicines.	SMART Plan: Specific, Measurable, Achievable, Relevant, and Timed²
Pharmacist	When will you start?	Eliciting plan details²
Reggie	Oh, I will do this today...as soon as we get off the phone.	SMART Plan: Timed²
Pharmacist	So, just to make sure we both understand the details of your plan, would you mind putting it together and saying it loud?	Elicit Commitment Statement (BAP)²
Reggie	Sure. After I get off the phone with you, I am going to the pharmacy to pick up my meds and buy a pill organizer. I will fill the organizer when I get home and then on the same day every week.	Change Talk¹
Pharmacist	That sounds like a great plan. On a scale of 1 to 10, how sure are you that you will be able to do this?	BAP-Confidence Scaling²
Reggie	Probably a 6.	
Pharmacist	A 6 is great. It is a lot higher than a 0 and shows a lot of interest and commitment. We know that when confidence is a 7 or more, people are more likely to complete their plan. Do you have any ideas about what might raise your confidence to a 7 or more?	Problem Solving for low confidence²

SPEAKER	DIALOGUE	MI PRINCIPLE OR SKILL
Reggie	Um, well...although having my pills organized in a pill box will be helpful, I think I will still forget to take them.... Perhaps I can set a series of alarms on my phone to remind me when it is time to take them.	
Pharmacist	That sounds like a great idea. What would your confidence level be with that added step?	Repeat BAP Confidence Scaling with modified plan ²
Reggie	Oh...much higher. Probably a 9!... I can definitely do this and start today. It is important for me to get my BP under control. My daughter is graduating in a few months and I want to be there and be able to enjoy the day!	High confidence level ² Change Talk ¹
Pharmacist	That's wonderful. It often helps to set up some accountability for a plan. What might that look like for you?	Arrange for Accountability (BAP) ⁴
Reggie	Oh, that would help me.... Do you think you can check in with me next week to make sure I follow through?	
Pharmacist	Definitely. When should I call you?	Arranging a follow-up to check in on the plan (BAP) ²
Reggie	How about this time next week?	

Suggested Wrap-Up

Leader Instructions:

Review the input from the group about the specific skills identified. Were all the skills identified?

As a group, discuss how they experienced Reggie's Change Talk. Ask for feedback about how they might use MI with a patient like Reggie.

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