



Actor portrayal

Pharmacist/ Patient Video Participant Knowledge Check



Knowledge Check for Workshop Participants | Pharmacist / Patient Video

This **Knowledge Check** accompanies the video that illustrates the spirit and skills of MI demonstrated by a clinical pharmacist during an unscheduled telephone conversation with Reggie Brown, an ambivalent patient with depressive symptoms and other significant health issues. Although the interaction is fictional, it represents a real-world encounter. **Before viewing this video, you 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.

As you watch the video, use this Knowledge Check to identify the MI principles or skills being demonstrated by the pharmacist at various points in the interaction. Record your answers in the blank column titled “MI Principle or Skill” next to the appropriate points in the script. You will have an opportunity to check your answers after the video.

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 non-adherence 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 Motivational Interviewing to explore Mr. Brown's ambivalence toward taking his medication and ASK-TELL-ASK to give information and advice, and Brief Action Planning (BAP) to guide him to set a SMART goal related 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 style="text-align: center;">Wherever you see a “?”, write in the principle or skill that is being demonstrated.</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 with his medication regimen, but recently his doctor suspects non-adherence 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.

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?	?
Reggie	Probably because I don't always take my pills.	
Pharmacist	What are some of the reasons why taking your medications is important?	?

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.	?
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.	?
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.	?
Pharmacist	You are feeling down, and you've lost your motivation to take care of yourself.	?
Reggie	Yes, that's about right. I just don't have energy or drive to follow through on things.	?
Pharmacist	Tell me about what has been going on.	?
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.	?

Suggested Break  Pause the video here.

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.	?
Pharmacist	You have no hope that things will get better, and right now there is nothing that you are looking forward to.	?
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.	?
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.	?
Reggie	Yes. That makes a lot of sense. I don't want to have another stroke.	?
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.	?
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.	?
Pharmacist	So that fear of being a burden on your family, in the past motivated you to make changes to manage your health.	?

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.	?
Pharmacist	When you are motivated and have energy, you are able to do a great job self-managing your chronic diseases.	?
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.	?
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?	?
Paul	Well, I want to restart my medications, but truthfully, I am overwhelmed because there are so many pills.	?
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?	?
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?	?
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?	?
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?	?
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.	?
Pharmacist	When will you start?	?
Reggie	Oh, I will do this today...as soon as we get off the phone.	?
Pharmacist	So, just to make sure we both understand the details of your plan, would you mind putting it together and saying it loud?	?
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.	?
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?	?
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?	?

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?	?
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!	?
Pharmacist	That's wonderful. It often helps to set up some accountability for a plan. What might that look like for you?	?
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?	?
Reggie	How about this time next week?	

