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Strategic Implementation Guide: Supporting Patient Adherence Through Motivational Interviewing

Step-by-step guidance on how to use the Motivational Interviewing Toolkit to support better adherence



The Motivational Interviewing video series contains an Overview video and 3 clinical scenario videos that show MI concepts and skills in action



Motivational Interviewing: A Skill Building Toolkit

The Motivational Interviewing (MI) Toolkit introduces key MI concepts and provides short videos that show this technique in action, with a focus on how it can help promote patient engagement and overcome barriers to adherence.

Support for Your Population Health Strategies

Under new payment models, health systems are increasingly taking responsibility for the care and costs of a patient population. An important aspect of population health is managing behavioral health conditions. In other words, how well a hospital or health system manages behavioral health could impact its success under new payment models.¹

In this environment, providing patients with the support they need to self-manage their conditions and participate more effectively in their care is critical. This includes exploring strategies that support behavioral change, problem-solving, and shared decision-making.²

One such strategy is motivational interviewing (MI), an evidence-based, collaborative style of conversation that is intended to strengthen a person's own motivation and commitment to health behavior change. Poor adherence to medication is a behavior that can be a substantial obstacle to mental wellness, and MI can support a patient's ability to persist through the challenges that can interfere with medication adherence.³

MI and behavioral activation are also important for delivering team-based care. Some organizations have implemented organization-wide training to help staff develop new skills like motivational interviewing to support team-driven care.⁴

Motivational Interviewing: A Skill Building Toolkit

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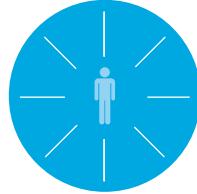
“Motivational interviewing is an evidence-based strategy to strengthen a patient’s own motivation and commitment to health behavior change.”³

How to Use This Toolkit

The toolkit and accompanying videos are designed to be used by a leader, administrator, or individual in several ways:



To teach a group workshop
(such as for healthcare providers,
pharmacists, or case managers)



During self-guided study



To enhance an existing training curriculum
for clinical teams or as an added resource
to a health system’s professional
development offerings

This implementation guide offers suggestions for using this toolkit for each of these applications.

Motivational Interviewing Toolkit Components



The toolkit components described in this implementation guide are flexibly designed to build MI skills that may support better adherence.³ These components can be used with any of the learning styles on page 3. All of the toolkit resources listed below are available on the Sunovion Health Insights website. To find them, visit SunovionHealthInsights.com and click on the SUNOVION 360 tab or simply scan or click the QR code to the left.

Overview video

The Spirit and Skills of Motivational Interviewing, Damara Gutnick, MD



In this video, Dr. Gutnick discusses the core principles and skills of MI, and gives tips about how to integrate MI into your patient communications.

This video can be used along with the Motivational Interviewing Skills Primer/Video Companion Guide to enhance your knowledge on MI.



Motivational Interviewing Skills Primer/ Video Companion Guide

The primer can be used with the videos to build an understanding of MI and encourage its use in practice.



Best Practices Briefs

These evidence-based case studies illustrate how implementing MI can impact adherence.

Motivational Interviewing Toolkit Components

(continued)

Clinical Scenario Videos

These videos illustrate MI in practice

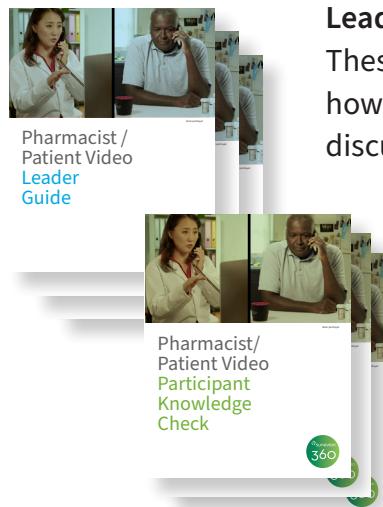


A Provider demonstrates MI skills in a talk with a patient who has bipolar depression

A Clinical Pharmacist puts the principles of MI to use in a conversation with a patient who has multiple comorbidities

A Care Manager has a discussion with a patient with schizophrenia and puts MI skills into practice

There is a **Leader Guide** and **Participant Knowledge Check** for each Clinical Scenario Video



Leader Guides

These guides, intended for the workshop leader, explain how to use the videos to help participants identify and discuss the MI principles or skills demonstrated.

Participant Knowledge Checks

These handouts allow participants to record the MI principles or skills being demonstrated while viewing the videos.



Using the Toolkit to Conduct a Group Workshop on MI Skill Building

The core concepts and skills of MI are demonstrated in the four videos in this toolkit. The Overview video describes how to incorporate the key concepts of MI into discussions with patients. *It is important to view that video first.* The next three videos illustrate MI being used in a clinical setting by different members of the care team—a provider, a pharmacist, and a care manager.

Delivering an MI Workshop

A Leader Guide and a Participant Knowledge Check accompany each video. The Leader Guide provides a transcript of the video and lists the specific MI principles or skills as they occur throughout the discussion.

The Participant Knowledge Check is a worksheet that provides a transcript of the video and asks participants to identify the MI principles demonstrated throughout the video.

Estimated time to complete: About 1 hour (20 minutes to view and discuss the Overview video and 20–30 minutes to view and discuss the scenario video)

Prior to the Event

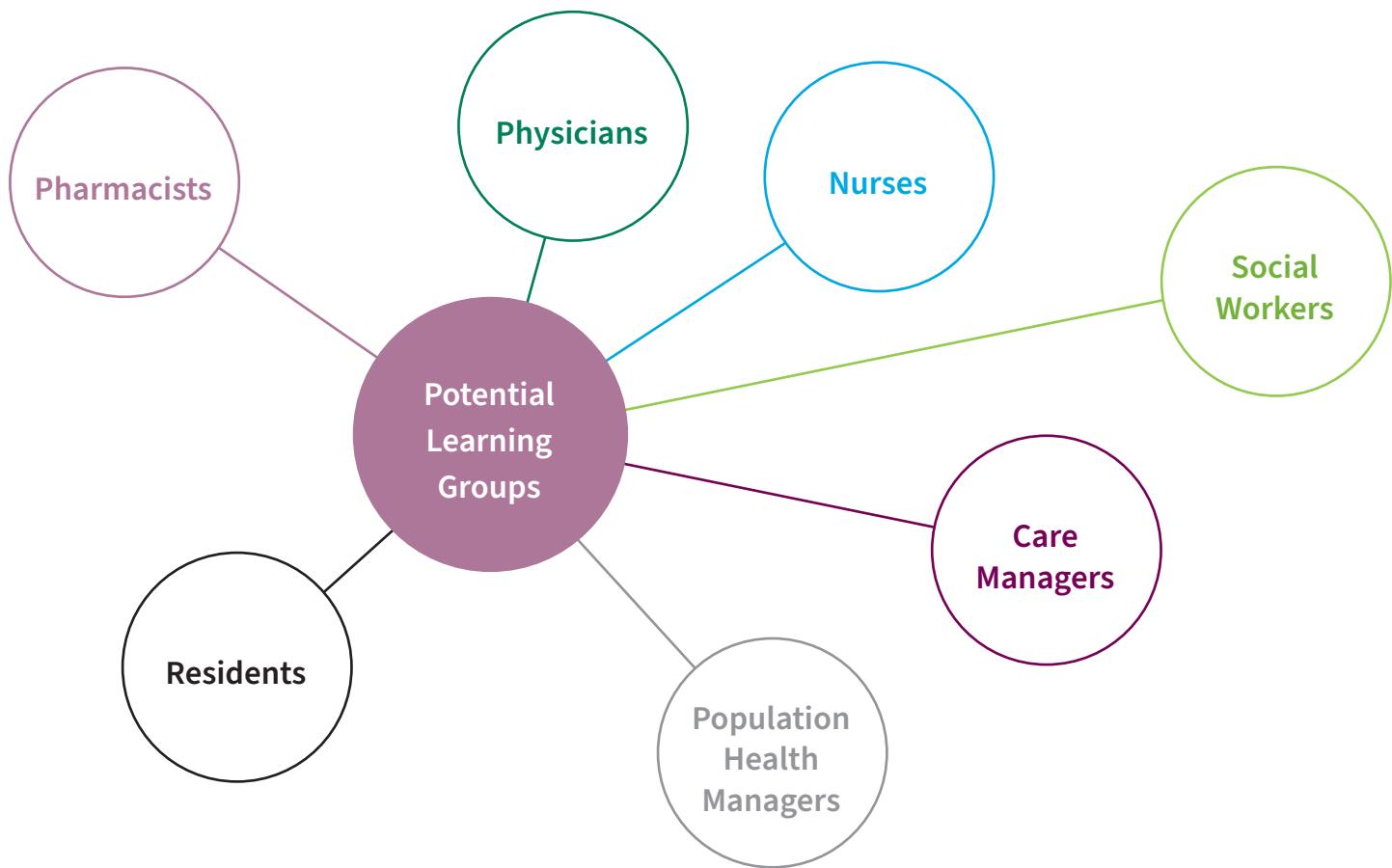
- 1 Maximize your understanding of MI.** Review the Skills Primer, Best Practices Briefs, and Overview Video. These are available on SunovionHealthInsights.com. Click on the **Sunovion360** tab at the top of the page.
- 2 Identify a group of learners.** This workshop is best suited for a small group.
- 3 Select a scenario video** that is most appropriate for your group of learners. Choose one of three videos that illustrate MI being used by a provider, a pharmacist, or a care manager.
- 4 Download the toolkit materials** including the Overview and selected scenario video, along with the Leader Guide/Knowledge Checks, MI Skills Primer, and Best Practices Briefs by clicking the **SUNOVION360** tab at SunovionHealthInsights.com.
- 5 Set a date and invite participants.** Consider sending the Best Practice Briefs and the Skills Primer to participants in advance to enable learning readiness.



Group Workshop: Learning Objectives

After watching the MI videos and reviewing the associated resources, the learner will be able to:

- Describe key motivational interviewing (MI) skills and concepts.**
- Discuss how MI can help promote behavior change and adherence.**
- Create a plan to integrate MI into their patient communications.**





Steps for Conducting a Group Workshop

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- 1 **Describe** the purpose of the training.

Suggested introduction script:

Thank you for being here today. The purpose of this workshop is to build motivational interviewing skills, which can help patients move toward making meaningful behavior changes. First, we will watch an Overview video that introduces important MI principles and skills. These skills are also included in your MI Skills Primer.

Then, we will watch a video where MI principles and skills are demonstrated by a member of the care team during a patient interaction. We'll pause the video at various points and ask you to record in your Knowledge Check the skills that are being demonstrated in the MI Principle or Skill column. As a group, we'll talk about what you observed and discuss ways to consider implementing MI in your own practice.

- 2 **Distribute** copies of the following to each participant:



Participant Knowledge Check



Best Practices Brief

MI Skills Primer





Steps for Conducting a Group Workshop

(continued)

- 3 **Watch the Overview video.**



- 4 **Watch the Clinical Scenario Video** you selected for your group of learners.



- 5 Use the **Leader Guide** and **Participant Knowledge Check**.

The scenario videos include several opportunities for you to pause and ask questions of participants. Suggested pause points and discussion topics are provided in the **Leader Guide**. During these breaks, direct the participants to identify the MI skill or principle being demonstrated and recorded in the corresponding column in their **Knowledge Check**. They may also refer to the **MI Skills Primer** to help them identify the correct MI skill.

- 6 **Review** the answers as a group after the video.

- 7 **Encourage** participants to review the **Best Practices Briefs** on their own for additional ideas on how they can integrate MI into their daily practice.



Sample Questions to Engage Workshop Participants

To help participants identify which MI skills are being demonstrated in the video, ask them to consider the following questions as they watch the video:

① **What Change Talk do you hear from the patient?**

② **What does this suggest?**

(You can refer to the **Skills Primer** for definitions and additional examples.)

③ **Which skills seem to trigger Change Talk?**

④ **How do you feel when you hear the care team member asking for permission to share information or advice?**

⑤ **How does the care team member convey information in a nonjudgmental way?**

As the group watches the video, you can pause (II) the video at certain points in the script to allow participants to identify the MI principles and skills being demonstrated and record them in their **Participant Knowledge Checks**. You can use these pauses to discuss and review the correct answers included in the **Leader Guide**.

Or you can wait until your group has completed watching the video to review the correct MI principles and skills demonstrated at various points in the video.

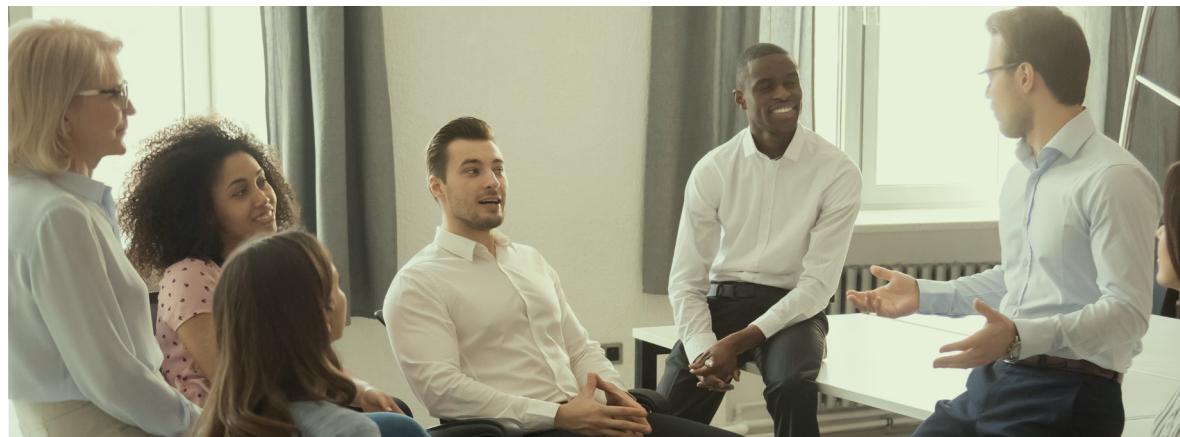


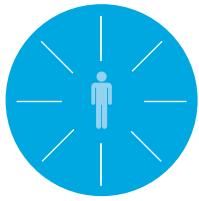


Discussion/Talking Points After Watching the Clinical Scenario Videos

To help participants apply the skills demonstrated in the video to their practice, consider engaging the group in a discussion using the following questions:

- ➊ **What MI skills were most effective in this Clinical Scenario?**
- ➋ **Would you respond in the same way?**
- ➌ **What other MI skills might you apply to the situation?**
- ➍ **Are there MI skills demonstrated here that would apply to even shorter patient interactions (less than five minutes)?**
- ➎ **What are some barriers that might prevent you from applying these skills in your own practice?**
- ➏ **How might you overcome these barriers?**
- ➐ **What is one MI skill from this video that you can use in your own practice today?**
- ➑ **Which patients would you start with?**





Steps for Self-Guided Study

Estimated time to complete: About 30–45 minutes



1 Watch the Overview video.

2 Watch the Clinical Scenario Video that is most appropriate based on your role. The video will include several opportunities for you to pause and reflect.



- Physician



- Clinical Pharmacist



- Care Manager



3 Use the Participant Knowledge Check that accompanies the scenario video that you watched to record the specific MI Principles or Skills demonstrated in the video. The questions on pages 10 and 11 can help you understand and identify the skills more completely.

4 Refer to the Motivational Interviewing Skills Primer/Video Companion Guide to help you in identifying specific MI skills.



5 Use the corresponding Leader Guide to check your answers after the video is completed.



6 Review the Best Practice Briefs to see how others have integrated MI into their practice.



Integrating the Motivational Interviewing Toolkit Into an Existing Curriculum

Your organization likely has existing training programs to enhance your clinical staff's skill development. This toolkit can be used to support those efforts.

Because the MI skills-building toolkit is flexible, it can easily be incorporated into other training programs. The content fits nicely into clinical training areas such as:

Medication adherence

Mental health

Substance abuse

Communication skills

Population health management

Patient engagement

Behavior change

Quality or performance improvement

Follow the directions listed under the “Using the Toolkit to Conduct a Group Workshop on MI Skill Building” section on pages 8 and 9 for additional guidance. That section also includes talking points that you may incorporate into your training efforts.





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Supports your efforts to integrate behavioral and physical health for better population health management

References

1. Lewis VA, Colla C, Tierney K, Van Citters AD, Fisher ES, Meara E. Few ACOs pursue innovative models that integrate care for mental illness and substance abuse with primary care. *Health Aff.* 2014;33(10):1808–1816.
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3. Miller WR, Rollnick S. *Motivational Interviewing: Helping People Change*. 3rd ed. New York, NY: Guilford Press, 2013.
4. American Psychiatric Association and the Academy of Psychosomatic Medicine. Dissemination of integrated care within adult primary care settings. The collaborative care model. 2016.



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