

Tips for Motivation Interviewing in General & Dealing with Mental Health and Behavioral Issues During the Pandemic

Rules: Resist, Understand, Listen, Empower

Darn Cat: Desire, Ability, Reason, Need, Commitment, and Taking Steps

Listen More and Talk Less

Red Flags= Try a new approach or focus more on MI

- Frustration with a Care Management relationship or situation
- Hearing to many “Yeah buts” – can signify problem solving.

Normalizing, Validation, and Express Empathy with genuine curiosity about the patient’s experiences, feelings and values

- **Normalizing:** Communicating that the patient’s feelings are normal or that having difficulties while attempting to make change is normal.
 - Example: That is a very normal concern or stress and I hear a lot of people express this
- **Validation:** Agreeing with the patient about feelings they may have; this also helps to normalize
 - Example: That normal concern or stress can be very frustrating! It is difficult and that sucks.
- **Empathy:**
 - Example: I am sorry this concern/stress/situation is so difficult for you, that must feel very overwhelming at times?

Make Affirmations: can take the form of compliments or statements of appreciation and understanding.

- Example: You appear to have a lot of strength to have coped with these difficulties for the past few weeks.

Not sure what to say? Or trying to Listen more and Talk less? REFLECTION or SUMMARIZE

- **Reflection:** rephrase a statement to capture the implicit meaning and feeling of a patient’s statement to encourage personal exploration to understanding motivations
- **Summarize:** Ensures mutual understanding, demonstrates listening and understanding

!!For a general rule ask open-ended questions, followed by 2-3 reflections!!

It has been reported that during the pandemic patients are reporting a lot of sleeping issues, feeling of less purpose, etc. If the patient is reporting struggling in these types of areas, ask questions about their daily routines and schedule. For some that have lost work, are working at home etc., helping them develop a more normal routine can do wonders. This routine may include getting up at the same time each day, having breakfast, some sort of exercise, limiting TV etc. Try to evoke the patient to these types of things and do not solve the problem for them; help them figure out what will work best for them from using the skills on this document. Start small or whatever pace the patient drives.

If parts of this document are not clear; research the topics for a reminder. There is a lot out there!

You got this, Care Manager 😊