



## *Why Motivational Interviewing is a Good fit in Aging and Disability Resource Centers*

### *Some basic principles to practice*

- Reflection, reflection, reflection
- 1 question: 2 reflections
- OARS-open-ended questions, affirmations, reflections, summarize
- Roll with resistance-Stand beside the consumer not in front or behind
- Listen for “change” talk and move toward “commitment” affirm movement ahead
- People move in and out of change at first
- Talk less, listen more
- Ask Permission-then give options if ready
- Provide guidance not advice
- Highlight ambiguity

### *How we Fit?*

- ADRC’s and Motivational Interviewing (MI) are Consumer Centered.
- MI and ADRC share the focus on consumer values.
- MI is about walking beside, not in front of, pulling, or behind, pushing people.
- There is a Motivational Interviewing Spirit and an Aging Difference Spirit-neither have tricks or magic pills but a spirit of empowerment, self-efficacy, and respect
- MI can be used over the phone as well as in person
- MI gets people “unstuck”, ADRC’s often meet and work with folks who are stuck in a dilemma
- MI can be used with many populations on many issues: health, substance abuse, anxiety, caregivers, anyone needing to make a change or decision but are ambiguous about doing so.
- Research on MI demonstrates it is most effective when used in “front end” services. It is less important what decision/service are delivered and more important how consumers are assisted in making the choice and the plan.
- Can be combined with traditional assessments.
- Of 1,100 survey’s to ADRC’s describing the I & A process, only \_\_\_-\_\_\_ followed through with the information and guidance given-are we “telling people” what their next steps “should” be or allowing them to create their own plan of action with our help.
- Spitting out information in a laundry list is NOT helpful-education is NOT the key-having the consumer become vested in options is more important than an I & A workers being committed to a solution.

- MI breaks down resistance toward acceptance of services-ADRC are contacted over and over with consumers who have trouble choosing-they are ambiguous about what to do next-feel two ways. They want to move but they don't want to leave their home.
- MI allows for a more consistent strategy to approaching conversations. Open-ended questions, affirmation, reflection and summary (1 questions: 2 reflections)
- A little MI is better than no MI
- We have the time for it, because in the end it saves time. If you can break a wild horse in less than 30 minutes by “connecting, walking with, allowing resistance” you can build trust, rapport, and relationship with callers. MI is faster and more humane than forcing, telling or lecturing

## How can it be integrated?

- Teach basic approaches and practice together often
- Use on the phone, office and home visits
- Use during assessments and screens-at the opening and closing in particular
- Coach techniques during call listening, shadowing, and evaluations
- Develop/use tools in the home: readiness ruler, Stages of Change, Conversation Guides, Documentation Guides
- Reinforce principles and techniques during staffing on consumers who have become chronic or frustrating for staff
- Document differently
  - What are the action plans and who came up with them
  - Note consumers readiness on chronic caller to save staff time in rehashing options over and over
- Use to train staff in response to “difficult callers” or “aggressive visitors”
- Use it on your boss when they are cranky!

## What are some challenges?

- Can't be learned in 1 workshop-needs to be practiced and reinforced by direct observation
- Coaching is needed by direct observation by listening or watching
- Used fully only with competent consumer who can have insight-strategies not harmful and some still helpful to calm and support
- Requires paradigm shift from paternalistic education practice to client centered practice that doesn't feel natural for most case managers
- Patience is needed because we are tempted to “tell people options” immediately when they ask a question.
- Can feel slow and non-directive even though it is actually faster in the end.