

# Motivational communication that improves adherence to therapy

Andrea White Markham RRT, CRE, CTE  
Respiratory Associates  
May 26, 2023

1

## COI

Ontario Lung Association and Centre for Addiction and Mental  
Health, Toronto, ON Canada

Organizations developed initial materials  
Taught multiple 2 day, 1 day and half day courses

Canadian Network for Respiratory Care, Caledon, ON Canada

Assisted in development of program, including workbook and facilitated many  
offerings

**Main resource:**  
Miller WR, Rollnick S. *Motivational Interviewing, Third Edition: Helping  
People Change* 2012 Guildford Press ISBN 13 978-1609182274

2

## Objectives

Discuss the spirit of motivational interviewing (MI).

Identify the core communication skills of MI.

Respond to a patient's comments to motivate adoption of healthy behaviors.

Manage your emotional response to resistance & non-adherence.

3

## The problem...the human condition

- Treatment of acute and chronic cardio-respiratory diseases requires adherence to self-management including:
  - Medication
  - Rehabilitation
  - Diet
  - Exercise

4

## Poll 1

5

## Medication Adherence: The Elephant in the Room<sup>1</sup>

- Adherence rates in US ~50%
- Lack of adherence causes...each year in the US
  - 50% of treatment failures,
  - 125,000 deaths,
  - 25% of hospitalizations.
- Improved adherence could save \$1-3 billion per year!

6

## What works to improve adherence?<sup>1</sup>

- |                        |     |   |     |
|------------------------|-----|---|-----|
| • In person counseling | 83% | • Automated phone, electronic pill boxes, computer generated targeted interventions |     |
| • Hospital discharge   | 67% |   |     |
| • Clinic based         | 47% |   | 67% |
| • Phone                | 38% | Paper   | 33% |

7

## Why motivational interviewing?

*Conclusions: MI is an approach to medication adherence support with an increasing evidence base in several clinical domains and further potential for adaptation to different settings.<sup>2</sup>*

8

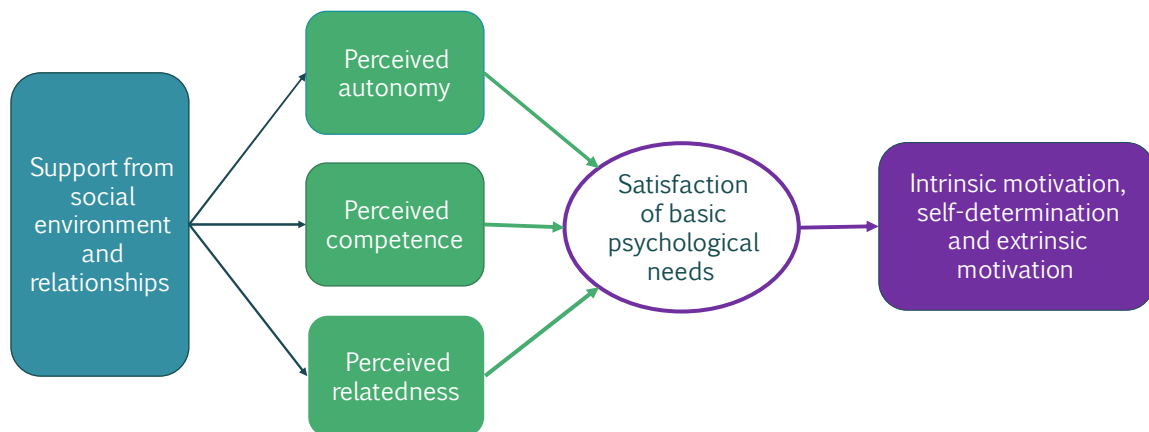
## What is motivational communication?

- “*Motivational interviewing is a collaborative, person-centred form of guiding to elicit and strengthen motivation for change.*”

Miller & Rollnick, 2012

9

## Self Determination Theory<sup>3</sup>



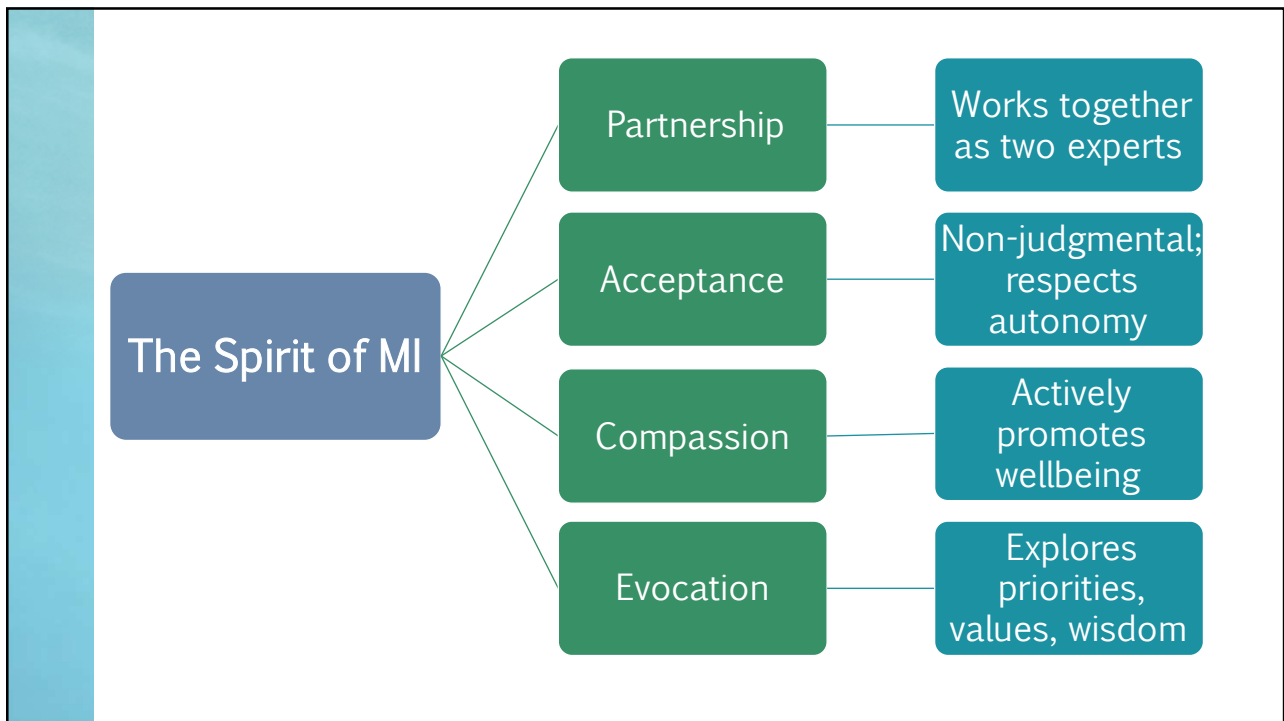
Adapted from Legault L, 2017

10

10



11



12

## Partnership

- Collaboration between experts
- Working together to
  - solve a problem
  - develop a plan



13

## Acceptance

- Absolute worth
- Autonomy
- Authentic empathy
- Affirmation



14

## Compassion

- Consistently work in the best interest of the patient



<https://mightycasey.com/siipc14/>

15

## Evocation

- Evoke – draw out
  - Ask questions
  - Respond to their statements
  - Acknowledge their strength, effort, knowledge experience



<https://www.psychologytoday.com/ca/blog/5-types-people-who-can-ruin-your-life/202012/what-do-you-evoke-in-others-and-they-in-you>

16

Examples...patient sighs 'sure' when you mention you want to talk about inhaler use.



This Photo by Unknown Author is licensed under [CC BY-ND](#)

How do you demonstrate the Spirit of MI?

- Partnership
- Acceptance
- Compassion
- Evocation

17

## Spirit of MI

*“Motivational interviewing is a way of being with a client, not just a set of techniques for doing counseling”.*

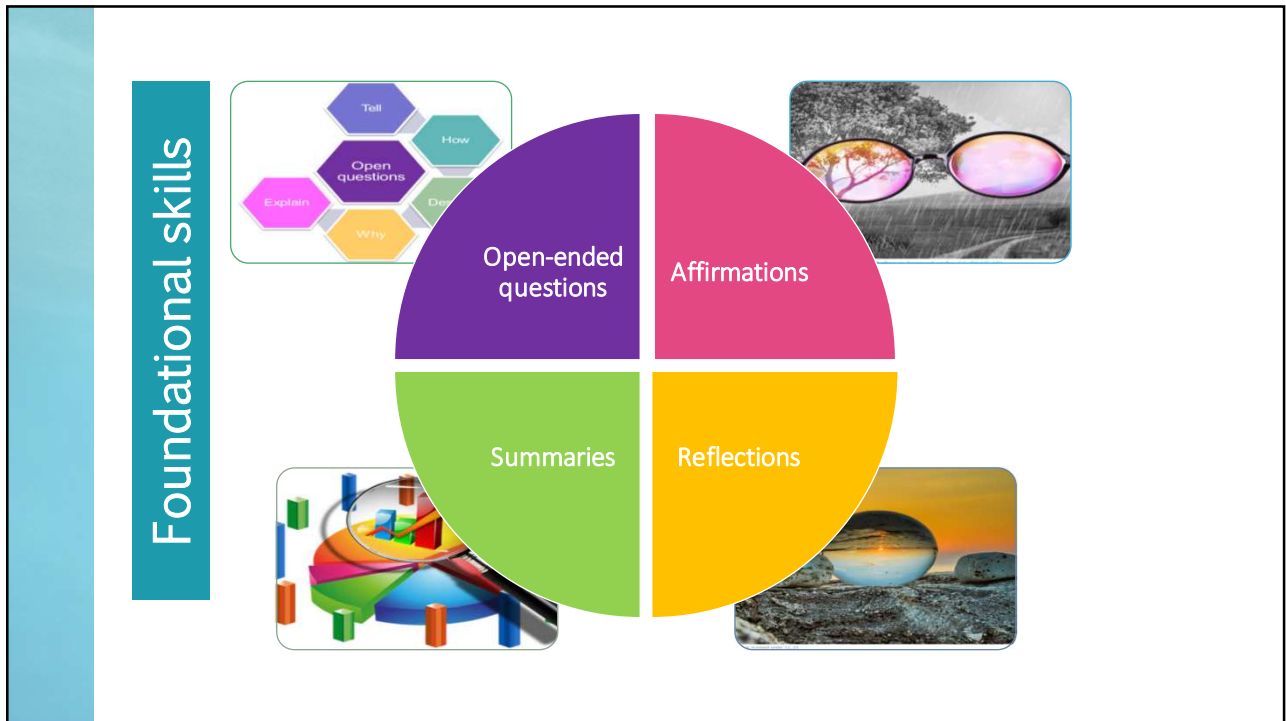
Miller and Rollnick, 1991

Referenced in 4

18

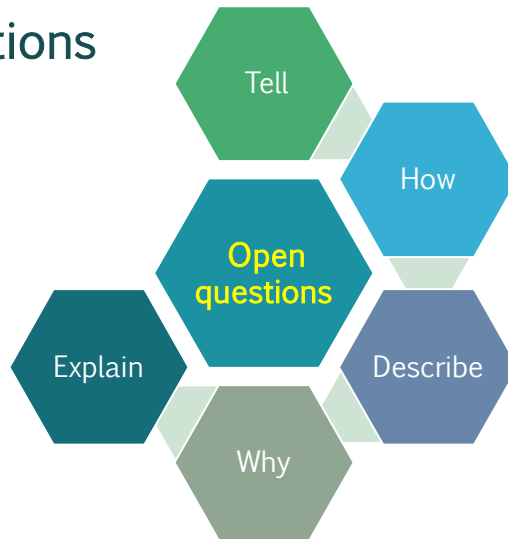
# Foundational skills

19



20

## Open questions



21

## Is this question open or closed?

- The doctor has ordered an inhaler for your breathing. Would you be willing to take it?

22

Is this question open or closed?

- What are your thoughts about taking an inhaler for your breathing?

23

Is this question open or closed?

- Can you tell me about your fear of inhaled medication?

24

## Affirmations



This Photo by Unknown Author is licensed under [CC BY-NC-ND](#)

- Verbally recognize strengths, efforts, past successes.
- Builds hope, confidence

*“Catch your patient doing something good...and tell them!”*

25

## Praise versus affirmation

1. You have come so far. I know you can do this!
  - You have shown strength by coming so far.
  - You have worked hard to come this far.
2. I think it's great that you plan to take your medications every day for the next two weeks.
  - You made a decision for your health to take your medications...

26

## Affirmation – recognize strength, effort, past success...

Patient attends ED for asthma exacerbation. Third time in past 12 months, but not as severe as previously. What is your response?

- You came in earlier in your flare up this time. Nice!
- You are recognizing when your asthma is getting bad now. That's a big step in managing your breathing.
- I know you didn't want to come to ED but you came anyway.

27

## Reflections



This Photo by Unknown Author is licensed under [CC BY](#)

- Form of active listening
- Reflect back
  - The meaning of what was said
  - A guess about the emotion behind the meaning
- Demonstrates empathy

28

## Simple versus complex reflections

I've found a place to live with no smoking, no pets, no carpet. It costs more but I think this will help my breathing.

### Simple – restate

- *You have worked hard to find a place to live that will help protect your lungs.*
- Supporting wellbeing and affirming effort

### Complex – underlying meaning or emotion

- *Living in a lung friendly place is important to you.*
- Evoking value

29

## Simple versus complex reflections

I'm not sure about this inhaler thing. My lungs need to get stronger without medication.

### Simple

- *You think taking medication will make your lungs weak.*

### Complex

- *You're afraid you will become dependent on the medication.*

30

## Summaries



- Wrap up conversation
  - At end of session
  - Provide segue to next point
- Clarify conversation
  - Highlight ‘both sides’ of patient’s thinking
  - Provide track of thoughts across time

31

## Wrap up conversation - End of session

You’ve worked hard this week/today. You have explored some of the reasons why people take inhalers – and identified preventing visits to the ED as the most important. You also to take your inhaler every morning. Together we have a plan for finding some financial assistance to make buying your inhaler easier for you, including speaking to your employer. Did I miss anything important, or that you want to mention?

32

## Wrap up...segue

OK...we've talked about all the reasons for taking inhalers rather than prednisone and you expressed concern about the cost. Would you be okay with taking a few minutes to talk about some ways to make it possible for you to purchase an inhaler regularly?

33

## Clarify conversation – provide both sides

On the one hand you feel that you should be able to just push through your breathing problems without taking inhalers...and on the other you said your breathing is interfering with your life almost every day, and you've had to come to Emergency twice since last summer.

34

## Clarify – track conversations over time

Earlier you mentioned something about ...

Last time we met you commented on...

How is your back? Last time we were here you mentioned it was bothering you.

35

What about when your patient ‘pushes your buttons’  
OR is clearly wrong!  
OR you know the answer, and it’s soooooo easy



36

36

## Stephen Rollnick on the Righting Reflex<sup>5</sup>



<https://www.youtube.com/watch?v=17qHqklweYM>

37

## Elicit – Provide – Elicit

- Elicit their knowledge/belief or what they've heard about a topic (evoke)
- Elicit consent to provide information on the topic. (autonomy)
- Provide information on the topic...succinct and congruent (partnership)
- Elicit their impression/thoughts about what they just heard (evoke)
- Elicit what the information means to them. (evoke)

38

## Ask Tell Ask<sup>6</sup> (AKA Evoke, Provide, Evoke)



39

When your patient sighs and says 'sure' when you mention you want to talk about the reasons they don't use their inhaler.



How do you demonstrate the Spirit of MI?

**What if he doesn't believe they will do any good?**

- Evocation

This Photo by Unknown Author is licensed under [CC BY-ND](#)

Open questions, Affirmations, Reflections, Summaries

Evoke, Provide, Evoke

40

Foundational skills -  
OARS

The diagram illustrates the OARS (Open-ended questions, Affirmations, Reflections, Summaries) model. The central circle is divided into four quadrants: purple for Open-ended questions, pink for Affirmations, green for Summaries, and yellow for Reflections. Surrounding the circle are four images: a hexagonal diagram with 'Open questions' at the center and 'Tell', 'How', 'Why', 'What', 'When', 'Where' around it; a pair of glasses reflecting a sunset; a 3D bar chart with a magnifying glass; and a globe reflecting a sunset.

41

Poll 2

42

## Poll 3

43

## REFERENCES

1. Kim J, Combs K, Downs J, Tilman F.. Medication Adherence: The Elephant in the Room US Pharm2018;43(1)30-34.  
<https://www.uspharmacist.com/article/medication-adherence-the-elephant-in-the-room#:~:text=Nonadherence%20can%20account%20for%20up,chronic%20medications%20is%20around%2050%25>.
2. Papus M, Dima AL, Viprey M, Et al. Motivational interviewing to support medication adherence in adults with chronic conditions: Systematic review of randomized controlled trials. Patient Educ Couns. 2022 Nov;105(11):3186-3203. doi: 10.1016/j.pec.2022.06.013 . Epub 2022 Jun 27. PMID: 35779984.
3. Legault L, Self-determination Theory in Encyclopedia of Personality and Individual Differences Editors: Zeigler-Hill, Virgil, Shackelford, Todd K. (Eds.) 2017
4. Bolter H. Bill Miller & Motivational Interviewing as a Way of Being, 2022. MI Center for Change [https://blog.micenterforchange.com/bill-miller-motivational-interviewing-as-a-way-of-being/?utm\\_source=rss&utm\\_medium=rss&utm\\_campaign=bill-miller-motivational-interviewing-as-a-way-of-being](https://blog.micenterforchange.com/bill-miller-motivational-interviewing-as-a-way-of-being/?utm_source=rss&utm_medium=rss&utm_campaign=bill-miller-motivational-interviewing-as-a-way-of-being)
5. Psychwire.com. MI Free Resources <https://psychwire.com/>
6. Glicker B. Flu-Ask Tell Ask-Using Motivational Interviewing to address vaccine hesitancy YouTube, 2020 <https://www.youtube.com/watch?v=Ans4LjGHBos>

44