Person Centered Care and Motivational Interviewing
An Evidence-Based Practice Approach

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Let’s Talk About Person-Centered Care

- History
- What is Person-Centered Care?
- Relevance/Influence of Person-Centered Care
Origin of Person-Centered Care
Carl Rogers

- Client is the expert
- Relationship between clinician and client paramount
- Client directed-self-directed
- Goal orientated


The curious paradox is that when I accept myself just as I am, then I can change.

Carl Rogers

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Concept of Person-Centered Care

- Genuineness
- Unconditional Positive Regard/Acceptance
- Empathy
- Respects Autonomy
- Believes in Self-actualization

Relevance of Person-Centered Care and Its Influences

- Motivational Interviewing
- Peer Support
- Health Care
Motivational Interviewing

Motivational Interviewing is a well respected, evidenced based practice used to guide positive change in individuals struggling with significant problems requiring change.

Motivational Interviewing is person centered, goal focused, self-directed, promotes an environment of mutual respect, acceptance, compassion and hope.

Wilkins, 2014, Levensky, Forcehimes, Donohue & Beitz, 2007
Motivational Interviewing

Spirit of Motivational Interviewing

• Collaborative
• Evocative
• Honoring individual’s autonomy

Collaborative

- Partnership
- Person-Centered approach
- Joint decision-making process


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Evocative

• Activating individuals own motivation and resources for change
• Recognizes their personal goals, values, aspirations and dreams
• Understands individual’s own perspectives
• Evokes good reasons and argument for change

Honoring Autonomy

• Recognize and honor individual’s autonomy

• Detach from outcomes

• Acceptance that individual’s make their own choices about the course of their lives
Four Guiding Principles

- Resist the Righting Reflex
- Understand and explore the individual’s own motivation
- Listen with empathy
- Empower the individual
- Encourage hope

"The urge to correct another’s course is automatic, almost a reflex. Helping professions often have a powerful desire to set things right, to heal, and promote well-being."

Demonstrate interest in the individual’s own concerns, values and motivation. MI explores the individual’s perception about their current situation and evokes their motivation to change.

Listen to Your Patient

• MI is listening when it comes to behavior change
• The answer lies within the client/patient
• It involves empathic listening and understanding

Empower Your Patient

- Help the individual explore how they can make a difference in their own life
- The individual’s ideas and resources are the key
- Support their hope that such a change is possible and can make a difference

Communication Style

Communication Style Using OARS
Motivational Interviewing

Open-ended questions help guide the conversation
Affirmation emphasizes one’s strength to change
Reflections demonstrate understanding and empathy
Summarizing highlights what the individual has been saying
Open-Ended Questions

• Open-ended questions help guide the conversation avoiding a one-word response

• Open-ended questions ask what or how questions, prompting more thoughtful responses and exploring what the individual is experiencing and perceiving
Affirmations

- Recognize positive change
- Emphasizes on individual strengths
- Genuine
- Respectful

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Reflections

• Reflections let the person know that you are not only listening, but you are hearing them
• Reflections demonstrate understanding
• Reflections bring awareness to an individual’s feelings
• A summary highlights the main points communicated by the individual and pulls them together
• A summary reemphasizes what the individual said, letting the them know you are listening
• A summary allows for transition and planning into the next task
Ambivalence

Reason to change
vs.
Reasons not to change
Sustain Talk vs. Change Talk

**Sustain Talk**

**Change Talk**

Any self expression language that is an argument for change.
Resolving Ambivalence

- Listening
- Understanding
- Honoring autonomy
- Understanding individual's motivation for change
- Empowering the individual
Thank You!

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