

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

Cain, D.J. (2010). Person-Centered Psychotherapies. American Psychological Association.

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Concept of Person-Centered Care



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

Cain, D.J. (2010). Person-Centered Psychotherapies. American Psychological Association.

Relevance of Person-Centered Care and It's Influences



- Motivational Interviewing
- Peer Support
- Health Care



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Application



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

Rollnick, S., Miller, W. R., & Butler, C. C. (2008). *Motivational Interviewing in Health Care*. The Guild Press.

Collaborative



- Partnership
 - Person-Centered approach
 - Joint decision-making process
-
- Rollnick, S., Miller, W. R., & Butler, C. C. (2008). *Motivational Interviewing in Health Care*. The Guild Press



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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

Rollnick, S., Miller, W. R., & Butler, C. C. (2008). *Motivational Interviewing in Health Care*. The Guild Press

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



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Four Guiding Principles



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

Rollnick, S., Miller, W. R., & Butler, C. C. (2008). *Motivational Interviewing in Health Care*.

Resist the Righting Reflect



“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”

Rollnick, S., Miller, R., & Butler, C. C. (2008). *Motivational Interviewing in Health Care*.

Understanding Your Patient's Motivation



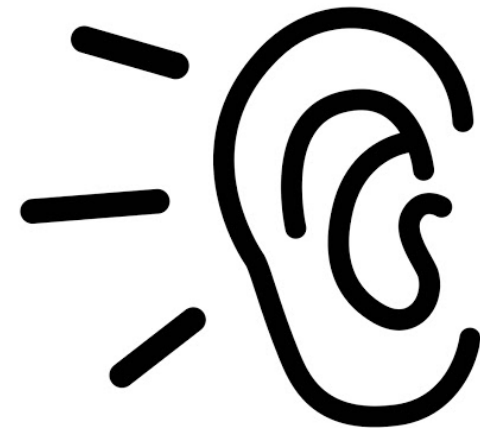
Demonstrate interest in the individual's own concerns, values and motivation. MI explores the individual's perception about their current situation and evokes their motivation to change.

Rollnick, S., Miller, R., & Butler, C. C. (2008). *Motivational Interviewing in Health Care*.



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



Rollnick, S., Miller, R., & Butler, C. C. (2008). Motivational Interviewing in Health Care.

Listen by Rémy Médard

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

Rollnick, S., Miller, R., & Butler, C. C. (2008). *Motivational Interviewing in Health Care*.

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
- Emphases on individual strengths
- Genuine
- Respectful



health.harvard.edu

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

Summary



- A summary highlights the main points communicated by the individual and pulls them together
- A summary reemphasizes what the individual said, letting 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



"Ambivalence"
by Amy Crook
antemortemarts.com

Sustain Talk vs. Change Talk



Sustain Talk



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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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