



Motivational Interviewing in HealthCare: A Quick Review Guide

Motivational Interviewing (MI) –
a collaborative, person-centered form
of guiding to elicit and strengthen
motivation for change.

– Bill Miller and Steve Rollnick, 2009

Source: Rollnick, S., Miller, W.R., Butler, C.R.(2008) *Motivational Interviewing in Health Care: Helping Patients Change Behavior*. New York: Guilford Press.

Principles

Develop Discrepancy

- Help the patient voice what he or she wants versus the status quo

Express Empathy

- Communicate
- Emotional and Accurate
- Understanding and Acceptance

Roll with Resistance

- Don't push/Back off
- Come along side
- Change direction
- Emphasize personal choice and control

Support Self-efficacy

- Build Confidence in ability to perform specific task successfully



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OARS	Examples of using Principles	Tip
Develop Discrepancy		
Open Question	How would you like things to be ideally? What doesn't work for you right now? What would you hope for in the future?	○ Evoke opposing thoughts/beliefs
Affirmation	You know change means making this a priority. You value your health.	○ Affirm values and beliefs that may run counter to the behaviors
Reflection	You want the benefits of the medications and all you're getting are the side effects. You just can't seem to eat less even though you know you desperately want to be healthier.	○ Reflect and reinforce discrepancy
Roll with Resistance		
Open Question	What do you see as your options here? What would help you feel more comfortable? What information would help you decide?	○ Emphasize personal choice and control
Affirmation	You know best what will work for you. You value your time.	○ Acknowledge it may not be the right time
Reflection	This really isn't something you want right now. You're wondering if this is really helping you. You're not ready to think about that yet.	○ Come along side or back off
Express Empathy		
Open Question	What makes this especially hard for you? What part of your health are you most proud of? Help me understand what that means.	○ Communicate understanding of the person's situation
Affirmation	You're not someone who complains much. You like to support other people.	○ Listen carefully to pick out the strengths
Reflection	This is confusing to you. You felt disappointed with the lab results. It's frustrating to have this happen.	○ Pay attention to the unspoken messages
Support Self-efficacy		
Open Question	How were you able to do that? What will be your next step? What else worked for you in the past?	○ Reflect confidence in person's ability to make change
Affirmation	Through all this you never gave up. You've learned what works and what doesn't. You have some good ideas.	○ Affirm strengths, efforts, intentions
Reflection	There's kind of a leap of faith required here. This can feel overwhelming.	○ Reflect and help the person deal with uncertainty