



CE Course Handout

Do Your Patients Follow All Your Oral Care Recommendations? Behavior Modification with Motivational Interviewing Will Connect the Right Message to Your Patients

June 16th, 2017



American
Dental
Hygienists'
Association

OARS

Core Motivational Interviewing skills in supporting the patient.

In engagement, these are fundamental tools for mutual understanding. Moving on into focusing, evoking and planning, they become navigational tools as well for guiding and propelling the course of change.

Remember Style and Spirit: Empathic, collaborative, Accepting/Non-judgmental & Being Skills

Open-ended Questions – Ask mostly open-ended versus close-ended questions

- *“What do you want to make sure we talk about today?”*
- *“What are you doing that helps you stay healthy?”*
- *“Where do you want to go from here?”*
- *“Tell me more about....”*

Open-ended questions to evoke Change Talk

Desire: *“How would you like things to change?”*

Ability: *“If you did decide to change, how could you go about it?”*

Reasons: *“What would be some advantages of making this change?”*

Need: *“What needs to happen for you to accomplish them?”*

Affirmation: Seek opportunity to affirm, appreciate & reinforce

- *“You have some great ideas on how this could work for you.”*
- *“You are determined to make this work.”*

Reflective Listening: Goal is more reflections than questions

Simple Reflections

Repeat or rephrase: *“Right now you are busy.” “You’ve been working hard.”*

Complex Reflections

Makes a guess: *“Managing your diabetes is important to you.”*

Reflect feeling: *“It seems so overwhelming right now.”*

Double-sided reflection: *“On the one hand you are overwhelmed with managing your diabetes AND you also know how important it is for you.”* (Sustain talk, AND, Change talk).

Summaries:

Listen for key words, values and change talk. Pull together like a bouquet of flowers and summarize out loud to patient what you have heard. Be intentional on chosen words. Offer feedback with hope, strengths, intention, effort and next steps.

End with an engaging question with patient: *“Did I get it all?” “What else could I add?”*

Motivational Interviewing Reflections

Motivational Interviewing (MI) is a particular kind of conversation about change

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MI is collaborative person-centered, a partnership, honors autonomy, not expert-recipient.

motivationalinterviewing.org

MI is a collaborative conversation style for strengthening a person's own motivation and commitment to change.

Rollnick S., Miller W. *Motivational Interviewing: Facilitating Change*. Third Edition, (2013)

MI is a collaborative, goal-oriented method of communication with particular attention to the language of change. It is designed to strengthen an individual's own motivation for and movement toward a specific goal by eliciting and exploring the person's own arguments for change.

Rollnick S., Miller W. *Motivational Interviewing: Facilitating Change*. Third Edition, (2013)

MI helps to resolve ambivalence and elicits person's own motivation for change.

Rollnick S., Miller W. *Motivational Interviewing: Facilitating Change*. Third Edition, (2013)

MI is evocative - it seeks to call forth the person's own motivation and commitment.

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MI is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion.

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MI is an effective way to talk with people about change.

Bill Matulich, PhD, MINT member

MI is:

- Effective (evidence based) with over than 1,200 publications
- Since 1990, the number of scientific publications has doubled every 3 years.
- Over 1200 publications, more than 250 randomized clinical trials.
 - Various issues: chronic health, substance abuse, dental, legal, student advising, etc.
 - Various professional settings: health care, behavior health, criminal justice, education, social work, academic preparation
 - International, translated in 42 languages

Miller & Rollnick, 2013

Words Matter: Our words and the words of our patients/clients.

Jody Hereford, 2016

People are regarded as creative, competent and complete.

Christina Marshall, Intrinsic Coach©

Wherever you are at, we can work with that.

Dr. Prochaska

The biggest communication problem is we do not listen to understand. We listen to reply.

Zig Ziglar

**In some ways Motivational Interviewing is simple
but mastering it is neither
quick nor easy.**

Miller and Rollnick, 2009

When a person realizes he has been deeply heard, his eyes moisten. I think in some real sense he is weeping for joy. It is as though he were saying, "Thank God, somebody heard me. Someone knows what it's like to be me."

Carl Rogers

When you know your WHY you can endure any how.

John O'Leary, Speaker, Author

Gaining proficiency in Motivational Interviewing is a lifelong process.

Dr. Bill Miller, 2008

The word listen contains the same letters as the word silent.

Alfred Brendel

WAIT

Why, Am, I, Talking

The power of the pause

Changing: "What's the matter with you?" to **"What matters to you?"**

Institute for Healthcare Improvement (IHI)

MI Prayer by Dr. Bill Miller

Guide me to be a patient companion

To listen with a heart as open as the sky

Grant me vision to see through (his/her) eyes And eager ears to hear his story

Create a safe and open meadow in which we may walk together Make me a clear pool in which
he may reflect

Guide me to find in him your beauty and wisdom

Knowing your desire for him to be in harmony – healthy, loving, and strong

Let me honor and respect his choosing of his own path And bless him to walk it freely

May I know once again that although he and I are different Yet there is a peaceful place where
we are one

LifeStrategies, Dr. Rebecca Lang, 2017. www.drbeckylang.com

Motivational Interviewing

ADHA 2017 Conference, Jacksonville, FL

Phyllis Martina, RDH, MBA

Rebecca Lang, EdD, RDH, MCHES, MINT Member

Books

Miller, William R., and Stephen Rollnick. *Motivational interviewing: Helping people change*. Guilford press, 3rd Edition. 2013.

Ramseier, Christoph, and Jean E. Suvan, eds. *Health behavior change in the dental practice*. John Wiley & Sons, 2010.

Steinberg, Marc P., and William R. Miller. *Motivational interviewing in diabetes care*. Guilford Publications, 2015.

Wagner, Christopher C., and Karen S. Ingersoll. *Motivational interviewing in groups*. Guilford Press, 2012.

Websites: <http://motivationalinterviewing.org>. www.drbeckylang.com

Con. Ed Courses: <https://www.colgateoralhealthnetwork.com/article/motivational-interviewing/>
<https://www.colgateoralhealthnetwork.com/webinar/motivational-interviewing-and-patient-engagement/>

Resources

Bray, Kimberly Krust, Delwyn Catley, Marsha A. Voelker, Robin Liston, and Karen B. Williams. "Motivational interviewing in dental hygiene education: curriculum modification and evaluation." *Journal of dental education* 77, no. 12 (2013): 1662-1669.

Freudenthal, Jacqueline J., and Denise M. Bowen. "Motivational interviewing to decrease parental risk-related behaviors for early childhood caries." *American Dental Hygienists Association* 84, no. 1 (2010): 29-34.

Hettema, Jennifer E., and Peter S. Hendricks. "Motivational interviewing for smoking cessation: a meta-analytic review." *Journal of consulting and clinical psychology* 78, no. 6 (2010): 868.

Jönsson, Birgitta, Kerstin Öhrn, Nils Oscarson, and Per Lindberg. "An individually tailored treatment programme for improved oral hygiene: introduction of a new course of action in health education for patients with periodontitis." *International journal of dental hygiene* 7, no. 3 (2009): 166-175.

Linden, Ariel, Susan W. Butterworth, and James O. Prochaska. "Motivational interviewing-based health coaching as a chronic care intervention." *Journal of evaluation in clinical practice* 16, no. 1 (2010): 166-174.

Lindson-Hawley N. Thompson TP, Begh R. "Motivational interviewing for smoking cessation." *The Cochrane Library* (2015).

Lundahl, Brad W., Chelsea Kunz, Cynthia Brownell, Derrik Tollefson, and Brian L. Burke. "A meta-analysis of motivational interviewing: Twenty-five years of empirical studies." *Research on Social Work Practice* (2010).

Wilder, Rebecca S., and Kimberly S. Bray. "Improving periodontal outcomes: merging clinical and behavioral science." *Periodontology* 2000 71, no. 1 (2016): 65-81.

Weinstein, Philip, Rosamund Harrison, and Tonya Benton. "Motivating parents to prevent caries in their young children: one-year findings." *The Journal of the American Dental Association* 135, no. 6 (2004): 731-738.

The Colgate logo is displayed in white, italicized, sans-serif font on a red rectangular background.The GHP logo features the letters 'GHP' in a large, bold, red, sans-serif font. Below it, the words 'GUM HEALTH PHYSICAL' are written in a smaller, black, sans-serif font.

*To help patients remember
all of your gum health in-office
recommendations at home*

INTRODUCING THE GUM HEALTH PHYSICAL

With this new interactive digital tool, you can give patients a gum health evaluation and provide a report they can use at home, to help them focus on putting your recommendations into daily practice.

The Gum Health Physical tool was designed to help you improve patient:

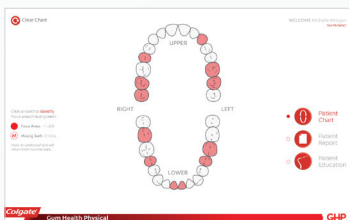
- Understanding
- Compliance
- Overall gum health

See how it works!

Using the GUM HEALTH PHYSICAL is as quick and easy as 1, 2, 3

1

PATIENT CHART



Activate areas of the patient chart you want the patient to focus on at home.

2

PATIENT REPORT



Create a custom report for your patients to use at home (print or email).

3

PATIENT EDUCATION



Click the Patient Education tab for shareable oral hygiene videos.

Visit GumHealthPhysical.com
to get started.