

Reflections of Communication Skills after Practicing Telehealth Physical Activity Screening Evaluations: Qualitative Study

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Stephanie Blank, Carlos Falcon, Nicholas Heck, Isabelle Hoyven Cisneros,
Gavin McBride, Matthew Miller, Rachel Tokuda, Jeff Houck, PT, DPT, PhD

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The Disconnect Between Patients and Providers

Have you had a healthcare visit where:

- You didn't feel heard
- Your concerns weren't fully addressed
- You didn't follow the advice given



WHY does this happen and **WHAT** can Providers do?

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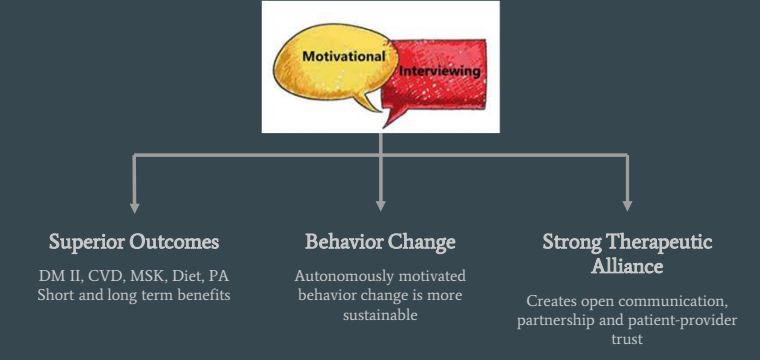
What is Motivational Interviewing (MI)?

A directive, patient-centered counseling style for eliciting behavior change by helping patients to explore and resolve ambivalence.

<p>The Techniques</p> <ul style="list-style-type: none"> ○ Open Ended Questions ○ Summaries ○ Complex Reflections ○ Affirmations 	<p>The Spirit</p> <ul style="list-style-type: none"> ○ Develop Discrepancy ○ Avoid Argumentation ○ Roll with Resistance ○ Express Empathy ○ Support Self-efficacy
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Why MI matters



<p>Superior Outcomes</p> <p>DM II, CVD, MSK, Diet, PA Short and long term benefits</p>	<p>Behavior Change</p> <p>Autonomously motivated behavior change is more sustainable</p>	<p>Strong Therapeutic Alliance</p> <p>Creates open communication, partnership and patient-provider trust</p>
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Barriers to Implementing MI



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Purpose

- Qualitatively analyze novice practitioners' reflections of their experience performing motivational interviewing early and late in their training.
- Quantitatively analyze motivational interviewing techniques novice practitioners use during video taped recordings of a lifestyle intervention to promote physical activity consistent with CDC guidelines.
- We hypothesized that
 1. Early Training: Novice practitioners would emphasize motivational interviewing techniques
 2. Late Training: Novice practitioners would emphasize the spirit of motivational interviewing
 3. Quantitative analysis of the video recordings would support the increased use of motivational interviewing techniques in late versus early in their training

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Methods/ Studying MI in Depth

- Recruited acquaintances to talk about their physical activity via Zoom
 - Participants were interviewed by 2 novice practitioners for ~30 min sessions
 - Interviews were video recorded with participants' consent
- Population: interviewees
 - n= 47 (22 Male)
 - Mean Age = 59±10.7
 - Mean BMI = 28.3±5
- Population: novice practitioners
 - n= 13
 - Total reflections coded = 19, split into early and late

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Methods/ Studying MI in Depth

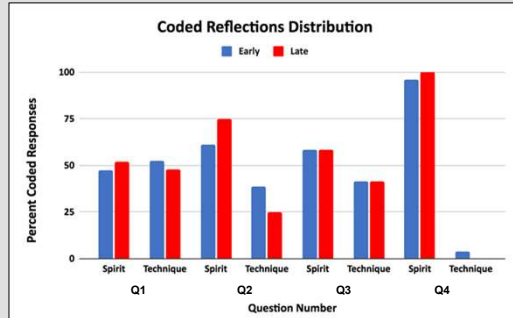
- Novice practitioners wrote reflections throughout MI training and practice
- Reflections were coded and analyzed for repeated MI themes across the learning process
- Recorded interview videos were analyzed. MI techniques used by novice practitioners were tallied and divided into early and late subgroups for comparison

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Coding Results

- Early reflections focus on techniques of MI
- Later reflections have greater focus on spirit of MI
- Demonstrates transition to mastery

- Q1: learned
- Q2: challenges
- Q3: areas to develop
- Q4: benefits of MI



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Reflection Quotes

Early Reflections

"It has been frustrating at times. Feeling like I spoke too much or didn't even say the right words... missed something huge or spent time on things that may not even matter."

An example of utilization of MI techniques

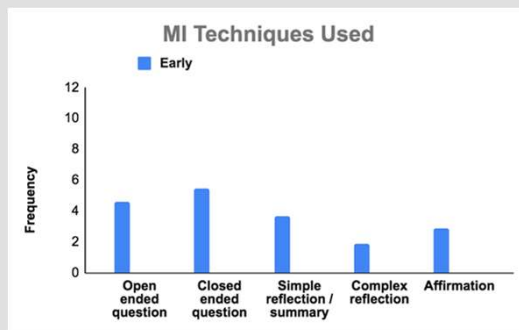
Later Reflections

"[Most important thing is to] empathize completely with the patient's point of view and to truly meet the patient where they are at..."

An example of the Spirit of MI expressed

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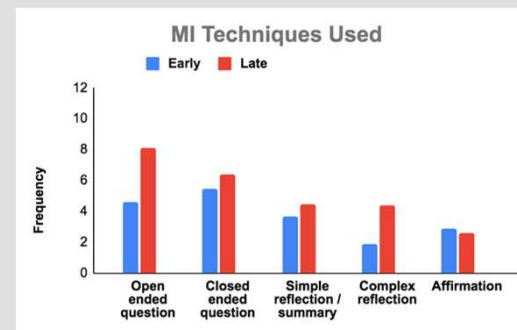
Results



Comparison of MI techniques used in the early and late stages of data collection, compared with that of an expert clinician

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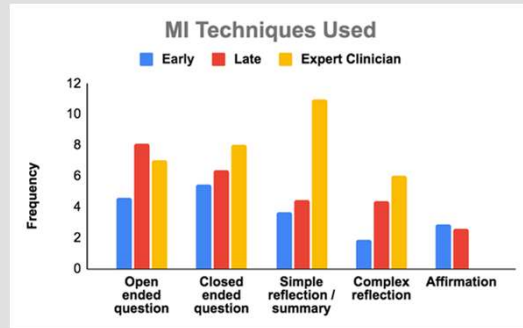
Results



Comparison of MI techniques used in the early and late stages of data collection, compared with that of an expert clinician

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Results



Comparison of MI techniques used in the early and late stages of data collection, compared with that of an expert clinician

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KEY TAKEAWAYS

Motivational interviewing cultivates therapeutic alliance and is proven to lead to better outcomes and behavior change in patients.

Learning motivational interviewing takes time and effort to gain experience and move from emphasizing techniques to embodying the spirit.

Mentoring novice practitioners through the motivational interviewing process is a challenging, but worthwhile endeavor of transformation to improve person-centered care and outcomes.

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