Motivational Interviewing: Inspiring Patients to Change

Motivating Patients to Change

• Motivational interviewing: a collaborative, empathetic process that respects patient autonomy and inspires patients to find motivation to change.

Engaging

- Create a trusting, collaborative connection
- Acknowledge and align agendas

Focusing

- Change talk vs. sustain talk
- Recognizing change talk vs. sustain talk

Evoking

- Elicit motivation for change

Planning

- Translate motivation into change

References:


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The clinician should be alert and prepared to ask the patient to refrain from offering change talk — patient statements that indicate a desire to change.

For more detail, see our Motivational Interviewing video series.

Change talk vs. sustain talk

- Patients may be ambivalent about changing: on one hand, they want to change, and on the other hand, they don't.
- Change talk conversation starters — words that work:
  • “What have you done before that worked?”
  • “Where would you like to go from here?”
  • “You're worried about the continued use of oxycodone because of the dangers of overdose. You're also noticing that you're a little tired at times.”
  • “How were you successful at doing that?”
  • “What would it take for you to be successful?”
  • “How would you go about cutting back on your use of oxycodone?”

Change talk vs. sustain talk

- Sustain talk: statements that indicate movement towards change
- Indicators of movement towards change
  • “I have been doing a lot of things to change your pain management strategy, but have found it hard to stick with it.”
  • “I'm not ready to start tapering.”
  • “The best thing that could happen to you if you tapered off.”
  • “What's the worst thing that would happen to you if you continued on a high dose of oxycodone?”
- Change talk: statements that indicate a desire to remain the same
  • “I don't see how I can taper off.”
  • “I need oxycodone to get out of bed.”
  • “I don't think you should taper off the oxycodone.”

Recognize change talk by using the 5-2-1-0 model

- Five behaviors: move toward change
  • I was successful at tapering
  • I'm willing to switch to over-the-counter drugs...

- Two reasons: commitment and confidence
  • I'm willing to taper off the oxycodone
  • I really should taper off the oxycodone.

- One reason: ability
  • I could stop taking oxycodone if I tried.

- Zero reasons: desire
  • I don't see the need to taper off oxycodone.

- Don't reflect change talk

- Deflect and suppress “sustain talk”
- Evolve and strengthen “change talk”

Just as in the Engaging step, the process starts with active listening:

- Indicators of movement towards change
- Indicators of a desire to remain the same

Create a trusting, collaborative connection

- Acknowledge and align agendas

Elicit motivation for change

- Create agreement between you and the patient on what to talk about

Translate motivation into change

- Ask the patient what they want to discuss
- Use open-ended questions to let the patient frame the discussion
- Plan follow-up to assess the patient's progress in meeting their goal.

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