



# **USING MOTIVATIONAL TOOLS IN PATIENT EDUCATION AND THE ROLE PHARMACISTS PLAY**

**CDR Chad Deegala, PharmD., NCPS-PP  
Pharmacist Practitioner/Educator  
Health Education Center for Wellness  
Northern Navajo Medical Center, Shiprock NM**

# Disclosures

❖ None

## Objectives

- ❖ Review 3 models of Diabetes management offered at the Health Education Center for Wellness at Northern Navajo Medical Center
- ❖ Important aspects of individual patient management based on individual patient needs, interpretation of data, and DM standards of care
- ❖ Learn about the benefits of patient education using motivational tools

## Three models of DM Management

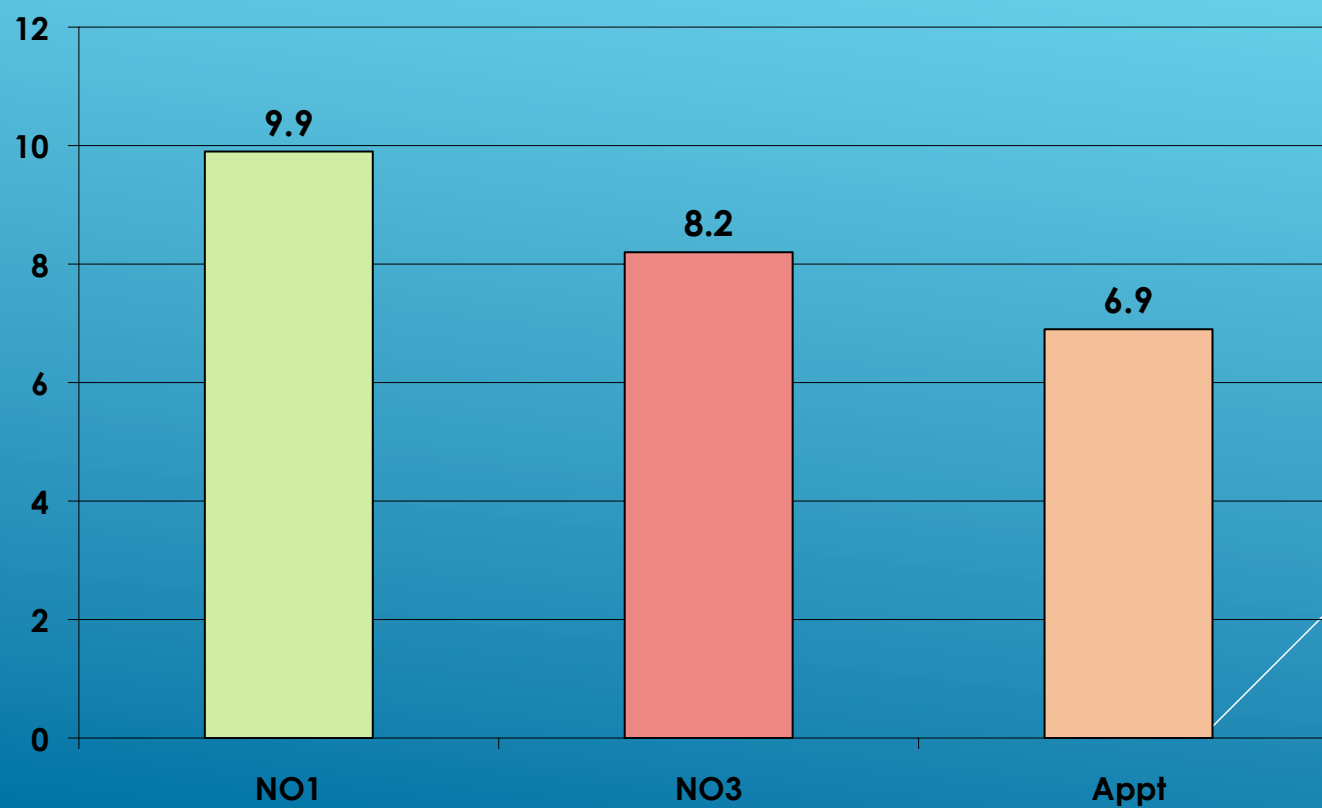
- ❖ **Group Clinic/Educations sessions – New onset DM Class**
- ❖ **Individual DM management – DM walk-in Clinic**
- ❖ **Scheduled Cardiovascular Risk Reduction Clinic – Healthy Heart Clinic**

# NEW ONSET CLINIC

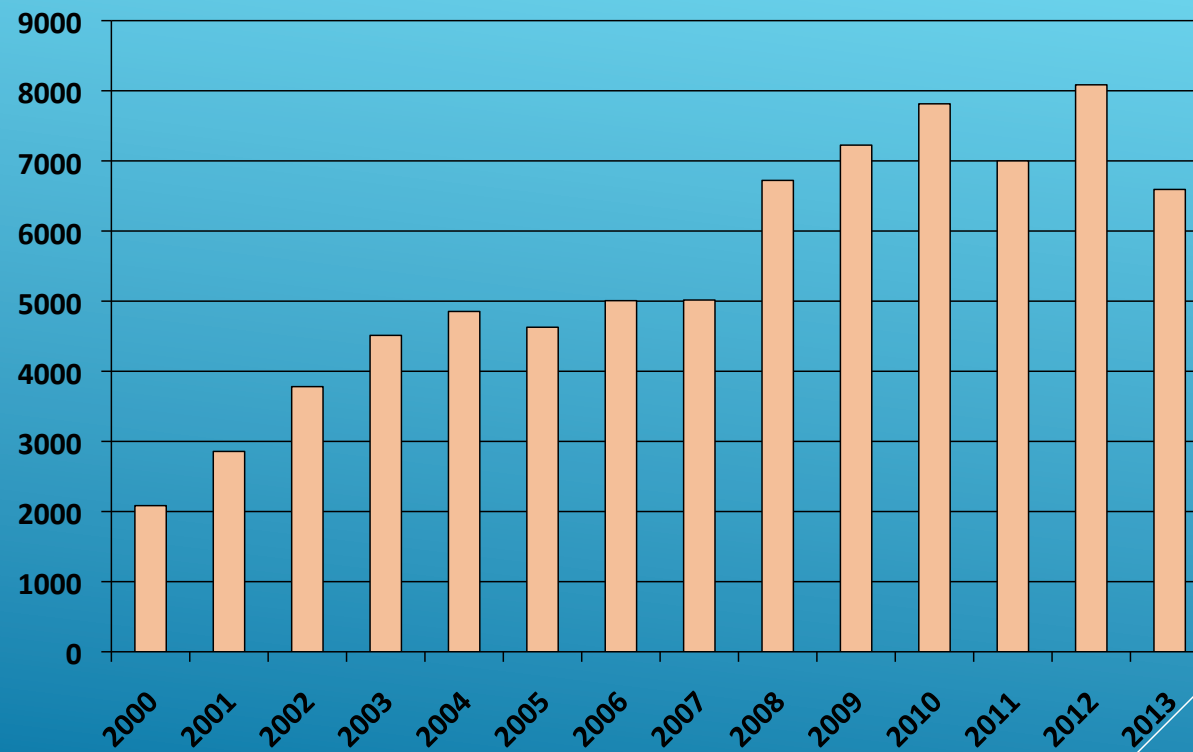
- ❖ **Three part series offered each month**
  - ❖ **Class 1: The Basics**
  - ❖ **Class 2: Nutrition**
  - ❖ **Class 3: Exercise/Medications/Mental Health**
- ❖ **Standards of care are completed across the class sessions by collaborating with Optometry, RT, Dental and Lab**

# NEW ONSET CLINIC

## Average A1Cs for 107 Graduates



## DM Individual Walk-in Visits



# HEALTHY HEART CLINIC

- ❖ **Goal:** Manage cardiovascular disease risk factors (diabetes, hypertension, dyslipidemia, obesity, tobacco use, alcohol use etc.)
- ❖ **Benefits:**
  - Provide medication therapy management - to achieve definite outcomes that improve patient's QOL
  - Enable patients to assume greater responsibility for self-care through health education & motivational interviewing
  - Decrease physician workload and obtain appropriate reimbursement for clinical pharmacy services
- ❖ **Eligibility:** Unpaneled patients who complete the Pre-DM clinic or hypertension/hyperlipidemia clinic



# HEALTHY HEART CLINIC

Measure Name	# Patients in Denominator	# Patients in Numerator	Met	2015 Goal	IHS Current National Performance
Depression: Screening or Diagnosis 18+	129	83	64.3%	64.3%	66.0%
Colorectal Cancer Screen 50-75	66	25	37.9%	35.2%	37.5%
Mammogram Rates 52-64	28	16	57.1%	54.8%	54.2%
Pap Smear Rates 24-64	55	37	67.3%	54.6%	54.6%
Influenza IZ 65+	14	14	100.0%	67.2%	68.1%
Pneumovax 65+	14	14	100.0%	85.7%	85.7%
23+: LDL Assessed	128	122	95.3%		
BMI Measured 2-74	128	115	89.8%		
BMI: Assessed Overweight or Obese 2-74	115	108	93.9%		
Overweight Pts 6+: Exercise Education	108	74	68.5%		
18+: BP Assessed	129	110	85.3%		
23+: Cholesterol Screening	128	122	95.3%		
BP<140/90	128	113	88.3%		

# INDIVIDUAL DM MANAGEMENT



## ❖ Assessing individual patient needs

- Access to food
- Physical capabilities
- Cultural sensitivity

## ❖ Glucometer Data Vs. A1C Data

- Interpretation of patient collected data vs. lab data
- Positive affirmation

## ❖ Diabetes Related Standards of care

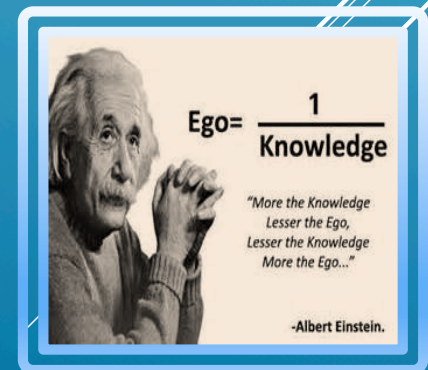
- Labs, eye, foot, dental, behavioral screenings, and immunizations

# USE OF MOTIVATIONAL TOOLS

## MOTIVATIONAL INTERVIEWING (MI)

### THE SPIRIT OF MI

### BRIEF ACTION PLANNING



# Motivational Interviewing (MI)

❖ **MI is an effective way of talking with people about CHANGE**

❖ **Why I like using MI in my practice?**

- **Helps motivating patients to change their behavior**
- **Promotes better listening skills & empathy**
- **It doesn't get in the way of other assessments**
- **It doesn't take a long time**
- **When it is done well, it not only helps to lower patient resistance but also helps to reduce clinician anxiety**

[Empathy: The Human Connection to Patient Care \(Cleveland Clinic\)](#)

Motivational Interviewing in Health Care by Stephen Rollnick & William R. Miller

# The Spirit of MI

## ❖ Compassion

- The clinician has the patient's best interest always in mind

## ❖ Acceptance

- Accepts that the ultimate choice to change is the patient's alone

## ❖ Partnership

- A partnership with the patient rather than a prescription for change

## ❖ Evocation

- Acknowledges that individuals bring expertise about themselves and their lives to the conversation

## Brief Action Planning (BAP)

- ❖ BAP is grounded in the principles and practice of MI and the psychology of behavioral change
- ❖ Action Planning is a highly structured, stepped-care, self-management support technique
- ❖ Composed of a series of 3 questions and 5 skills
- ❖ BAP can be used to facilitate goal setting and action planning to build self-efficacy in chronic illness management and disease prevention
- ❖ The overall goal of BAP is to assist an individual to create an action plan for a self-management behavior that they feel confident that they can achieve
- ❖ BAP is also being used to assist patients to develop action plans for disease prevention

# Brief Action Planning

## Three Core Questions

- ❖ “Is there anything you would like to do for your health in the next week or two?” (what, when, where, how often, etc?)
- ❖ “On a 0-10 scale of confidence, where 0 means no confidence and 10 means a lot of confidence, about how confident are you that you will be able to carry out your plan?” (If confidence  $< 7$ , initiate collaborative problem-solving)
- ❖ “Would you like to set a specific time to check in about your plan to see how things have been going?”

# Brief Action Planning

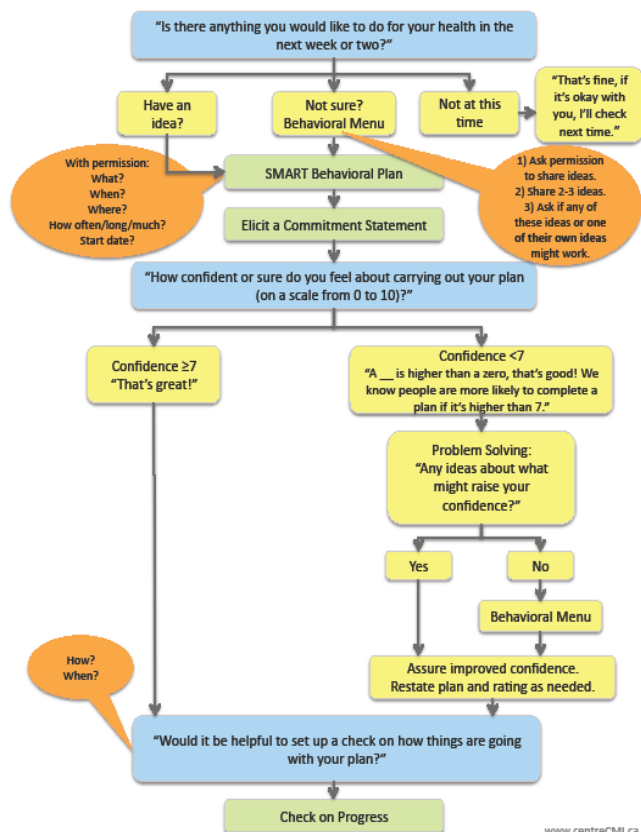
## **Five Additional Skills**

- ❖ **Presentation of a Behavioral Menu**
- ❖ **SMART Behavioral Planning**
- ❖ **Elicitation of Commitment Statement**
- ❖ **Collaborative Problem Solving**
- ❖ **Follow-Up**

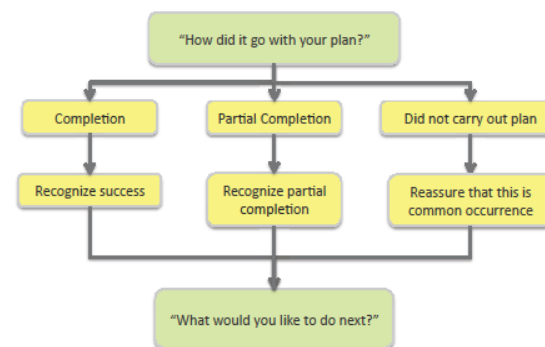


## Brief Action Planning Flow Chart

Developed by Steven Cole, Damara Gutnick,  
Connie Davis, Kathy Reims



## Checking on the Brief Action Plan



The Spirit of Motivational Interviewing is the foundation of Brief Action Planning  
Compassion  
Acceptance  
Partnership  
Evocation

Miller W, Rollnick S. Motivational Interviewing: Preparing People for Change, 3ed. 2013.

**CCMI**  
Centre for Collaboration  
Motivation & Innovation

www.centreCMI.ca

1 Mar 2014

# Behavioral Menu

## HEALTHY IDEAS



Decrease Eating out	Increase Activity	Decrease sugar sweetened beverages
Get enough sleep		Reduce TV Time
	Increase amount of vegetables a day	Reduce Alcohol
Reduce stress/start meditation	Reduce Portions	

### Taking Care of My Health or Well-Being



Today's Date: \_\_\_\_\_

#### My health or well-being goal is \_\_\_\_\_.

#### 1) Make an action plan:

Is there anything you'd like to do for your health or well-being in the next week or two? If there isn't anything you'd like to do for your health or well-being right now, you might want to consider this again in the future. If yes, fill in the following details. Some of these may not apply. Try to be as specific as possible.

My Action Plan	My Answers	Comments
What would you like to do?		
Where?		
When and how often? (What time of day will you do this? If it happens more than once-how often will it happen?)		
How long or how much? (minutes, servings, etc.)		
When will you start?		

#### 2) Review your plan

2a) How sure or confident are you that you will be able to accomplish your plan?

Not sure at all 0 1 2 3 4 5 6 7 8 9 10 Very sure

\*Note: If you chose 6 or lower, go to question 2b. If you chose 7 or higher, go to question 3.

2b) How might you change your plan to make it possible to raise your number to 7 or higher?

#### 3) Check how you are doing

- ☐ I will do this myself
- ☐ I will check with someone else (a family member or a healthcare team member)

Who is that person?  
How and when would you like to check in (i.e. in a week or a day, by phone or in person)

Back Up Plan \_\_\_\_\_

Barriers \_\_\_\_\_

Adjust your plan as needed. Remember to celebrate things that went well!

## Summary

- ❖ The different models of diabetes management offered at the Health Education Center for Wellness at Northern Navajo Medical Center
- ❖ Important aspects of individual patient management based on individual patient needs, interpretation of data, and DM standards of care
- ❖ The benefits of patient education using motivational tools (MI & BAP )

Thank You



“The best way to find yourself is to lose yourself in the service of others”  
— Mahatma Gandhi