## Value Sharing

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- Achievement
- Adventure
- Autonomy
- Balance
- Beauty
- Boldness
- Compassion
- Challenge
- Citizenship
- Community
- Competency
- Contribution
- Creativity
- Curiosity
- Fairness
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- Friendship
- Fun
- Growth
- Happiness
- Honesty
- Humor
- Influence
- Inner Harmony
- Justice
- Kindness
- Knowledge
- Leadership
- Learning
- Love
- Loyalty
- Meaningful Work
- Openness
- Optimism
- Peace
- Pleasure
- Poise
- Religion
- Reputation
- Responsibility
- Security
- Self-Respect
- Service
- Spirituality
- Stability
- Success
- Trustworthiness
- Wealth
- Wisdom
Value Sharing

• Step 1: Determine one value that is important to you

• Step 2: Find someone you don’t know

• Step 3: Introduce yourself and ask:
  “What value did you choose? Why is that value important to you?”

• Step 4: Offer a reflection or affirmation, and thank the person for sharing!

• Switch roles
Agenda

• What is MI? Why learn MI?
• Benefits for the Team
• Training Plan
• Lessons Learned
• Sustainment
Strong and empowered TEAMS

Our Mission
To be the medical, behavioral health and dental care provider of choice for low-income and other underserved people in south Boulder, Broomfield and west Adams counties. Our care shall be culturally appropriate and prevention focused.

Our Vision
To assure that every low-income and other underserved person in south Boulder, Broomfield and west Adams counties will have access to high-quality, preventative medical, behavioral health and dental care.

Our Core Values
Service to others ∞ Creativity ∞ Diversity ∞ Excellent teamwork
Do the right thing ∞ Make Clinica a great place to work
• Medical demographics
  – 47,000 medical patients
    • 178,000 under 200% FPL in service area
  – 165,000 medical visits projected in 2016

• Dental demographics
  – 10,000 dental patients
  – 26,000 projected dental visits in 2016
  – 4.5FTE dentists, 12FTE hygienists
• Towards dental chronic disease management
  – Integrated care (PCMH)
  – Team-based care
  – Paneling of dental providers
  – Hygiene on the pod/Group Visits
  – Planned and protocol-based care
  – Motivational interviewing
What is Motivational Interviewing?

- Motivational interviewing (MI) is a person-centered, guiding method of communication and counseling to elicit and strengthen motivation for change.
What is Motivational Interviewing?

• Or more simply, MI is “dancing,” not “wrestling”
What is Motivational Interviewing?

• Primary Belief: The capacity and potential for change and adherence is within every person!
• MI increases the possibility for change – it is not the only way, it is not a magic bullet, it does not work with every person.
MI: The Four Processes

- I’m on board with trying to be compassionate, collaborative, accepting, and evocative. Now what?
Thinking about engaging...

- What was her demeanor like during the encounter?
- What happened when she started downloading her knowledge?
- What happened when she kept pressing her knowledge?
An Activity To Help Understand
Role Play - Patient

• You are a patient with a medical history of diabetes and obesity.
• Today you have a checkup with your PDP. You’ve cancelled several appointments recently, and don’t come to the dentist often.
• You are not interested in making any huge oral health changes, but you have been considering brushing your teeth at least once a day.
• You would like to hear how brushing more could help you avoid cavities.
Role Play - PDP

• You are a PDP seeing a patient who has a history of diabetes and obesity.
• Your patient has no showed several times recently (which is frustrating to you), doesn’t come to the dentist often, and it seems they aren’t very interested in their periodontal disease.
• Your goal is to explain the bad side-effects of diabetes on oral health and come up with a plan to change the patient’s habits.
• You have two minutes to start the conversation, explain how diabetes and periodontal disease are linked, and plan how the patient can get their periodontal disease under control.
Role Play

Group Discussion
Core MI Skills

• O – Open Ended Questions
• A - Affirmations
• R – Reflective Listening Statements
• S - Summarizations
Change Talk vs. Sustain Talk

• Change Talk – Any patient speech in favor of making a change
• Sustain Talk – Any patient speech in favor of staying the same
• This balance is important
Why Use MI?

- Because it addresses the biggest part of the pie we can influence!

### Determinants of Health

- **Social & Economic Factors**: 40%
- **Health Behaviors**: 30%
- **Clinical Care**: 10%
- **Physical Environment**: 10%
- **Genes & Biology**: 10%
Why Use MI?

• A related example from our medical colleagues:
  – Atul Gawande – Reith Lecture Series
MI: A Team Based Approach

• “Even a PhD can learn MI” – Bill Miller

Stories from Our Team
Benefits of MI in a Team Environment

• Consistent Messaging
• Cultural Alignment
• Decreased Burnout
• Increased Health Outcomes → Increased Access for Patients
Where can I do MI?

• Reflective listening and open-ended questions can help any role create better engagement with a patient

• True MI involves behavior change, and is directional
Why Dental?

- Because it works!
- Cochrane meta-analysis called MI “the all-purpose Swiss Army knife of therapy and treatment”
- SR found MI to be the most effective method for altering oral health behaviors in a clinical setting.
Challenges to Overcome

• Dentistry is often set up to reinforce the expert/novice paradigm
  – When patients don’t change, they simply need more education

• Coding
  – Oral Hygiene Instruction
  – Nutritional Counseling

• **Very one way**
Benefits

• One prong of a multipronged approach to support the improvement of Caries at Recall Rate
Benefits

Staff Feedback

On a scale of 1 to 10, where 1 is not at all confident and 10 is extremely confident, how confident do you feel in applying motivational interviewing to your daily patient interactions to help reduce caries at recall?

Answered: 14  Skipped: 0
Benefits

Patient Feedback

• “I was expecting to be lectured at. It feels so good to share what I want and how I think I can get there.”
• “I see better what my role is in my health. I know what I can do.”
• “I feel more heard than I have ever been before.”
A Powerful Reflection

IT'S NOT ABOUT THE NAIL
MI Training Plan

• Champions Development
• 6 Workshops & Practice Sessions
  – Why MI and the Spirit of MI
  – Practice Session
  – The Four Processes, OARS, Giving Advice
  – Practice Session
  – Change Talk, Sustain Talk, Discord, and Planning
  – Practice Session
Sustainment Plan

1. Interview & Hiring
2. Orientation
3. Skills Maintenance
4. Performance Evaluations
5. Data Monitoring
Interviewing & Hiring

• **All Job Descriptions Include:**
  – “Exhibits positive leadership skills, actively striving to improve the patient and staff experience of Clinica, as well as strong communication skills, including willingness to grow and develop skills in motivational interviewing.”

• **Phone Interview:**
  – Interviewee will be asked a standard question about their experience/knowledge of MI

• **In-Person Interview:**
  – Interview team will follow up in person on the MI knowledge based on information from phone screen
Orientation

- **Video Training (Beginning-Middle of week 2):**
  - 1 Hour Captivate video accessed via Relias

- **Observation and Reflection (Middle of week 2):**
  - MI champion will assess MI Knowledge of New Hire and set the stage for meaningful observation
  - New Hire will spend 2 hours observing MI champion within their same role in conjunction with job shadowing
  - New Hire will have a document that will assist them during the observation to reflect on MI as introduced by the video
Skills Maintenance

• **Champions’ Lunch:**
  – Quarterly
  – Lunches will be scheduled 1 month prior to Quarterly Breakout (Jan, April, July, Oct)
  – At the lunches, the champions will discuss training needs and develop a plan for the Quarterly Training
  – One lunch will be held per site (on the same day)
  – Data will be reviewed at all Champions’ Lunches

• **All Staff Training:**
  – Quarterly training planned and led by the champions
  – During Breakout Meetings for 30 minutes at each site (Feb, May, August, Nov)
  – Data will be reviewed at the all staff trainings
Performance Evaluation

• Competency Checklists:
  – MI will become part of the Competency Checklist for all roles
  – A self evaluation and supervisor evaluation will be recorded as part of the performance evaluation
Data Monitoring

• Measure for MI (with caveat):
  – Self-Management Goal Reviewed with the Patient
  – Will monitor at Champions’ Lunch, Quarterly All Staff Trainings, and on Data Dashboard
Value Sharing

Think of one of your challenging patients. What is one value that you think this patient finds important?
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- Responsibility
- Security
- Self-Respect
- Service
- Spirituality
- Stability
- Success
- Trustworthiness
- Wealth
- Wisdom
Value Sharing

• Step 1: Determine one value that is important to this patient
• Step 2: Find someone you don’t know
• Step 3: Introduce yourself and ask:
  – “What is your patient’s value? Why do you think that value important to them?” or
  – “What is your patient’s value? How do you see that value reflected in your interaction with him/her?”
• Step 4: Offer a reflection or affirmation of the patient, and thank the person for sharing!
• Switch roles
Check In

• On a scale of 0-10, where 0 is not important at all and 10 is extremely important, how important do you think it is to implement MI into your dental program?
Thank You

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