SUPPORTING A PATIENT-CENTERED SKILL SET USING TELEHEALTH
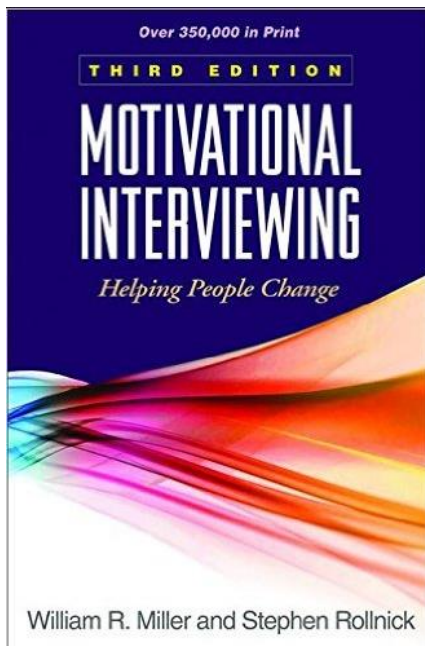
Case Study: Clinician Wants to Avoid Opioid Prescription for Patient with Back Pain

Presented by: Amanda G. Sharp, MPH

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Motivational Interviewing: Tried & True

- Client or patient-centered
- >35 years with >900 clinical trials
- Most standardized and effective health coaching approach
- Proven efficacy in healthcare settings

Over 350,000 in Print

THIRD EDITION

MOTIVATIONAL INTERVIEWING

Helping People Change

William R. Miller and Stephen Rollnick

"A collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation of and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion."

Miller & Rollnick, 2013

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Motivational Interviewing Principles

Partnership

Acceptance

Compassion

Evocation

MI Spirit

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A Quick Comparison

Traditional Approach	Patient-Centered Approach
PCP: "You know, 75% of opioid addicts start with prescription medication. I think it would be best if instead of using opioids at this point, we just have you wait it out and, if your pain doesn't improve, we send you to PT."	PCP: "You may already know about risks associated with using opioids to manage your pain. Would it be helpful for you if, before making a decision about how we manage your pain, we explore some of those risks and discuss your options?"

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# The Challenge: MI is a Complex Skill Set

- Initial training is not enough: practice, follow-up activities, and feedback are necessary to develop proficiency
- Especially for providers who are:
  - Geographically dispersed
  - Stretched too thin
  - Dealing with complex scenarios
  - Disinclined to attend multiple workshops

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The Solution: Telehealth Options for MI Training

- **eLearning Program**
  - Tailored and interactive programs with feedback have matched or outperformed onsite in-person workshops in pilot studies

- **Skill-Building by Telephone**
  - Telephonic based one-on-one skill building sessions offer a MI mentor to provide concrete feedback on actual patient sessions that have been recorded and submitted online

- **Online Case Review Program**
  - Case reviews that are collaborative, asynchronistic, and facilitated are tailored to population and setting to ensure that MI principles are applied to real life practice

- **MI App**
  - A dynamic app allows clinicians to review material from previous training and can offer more advanced strategies and tips

Physicians are part of the solution of the opioid epidemic but they need effective communication skills
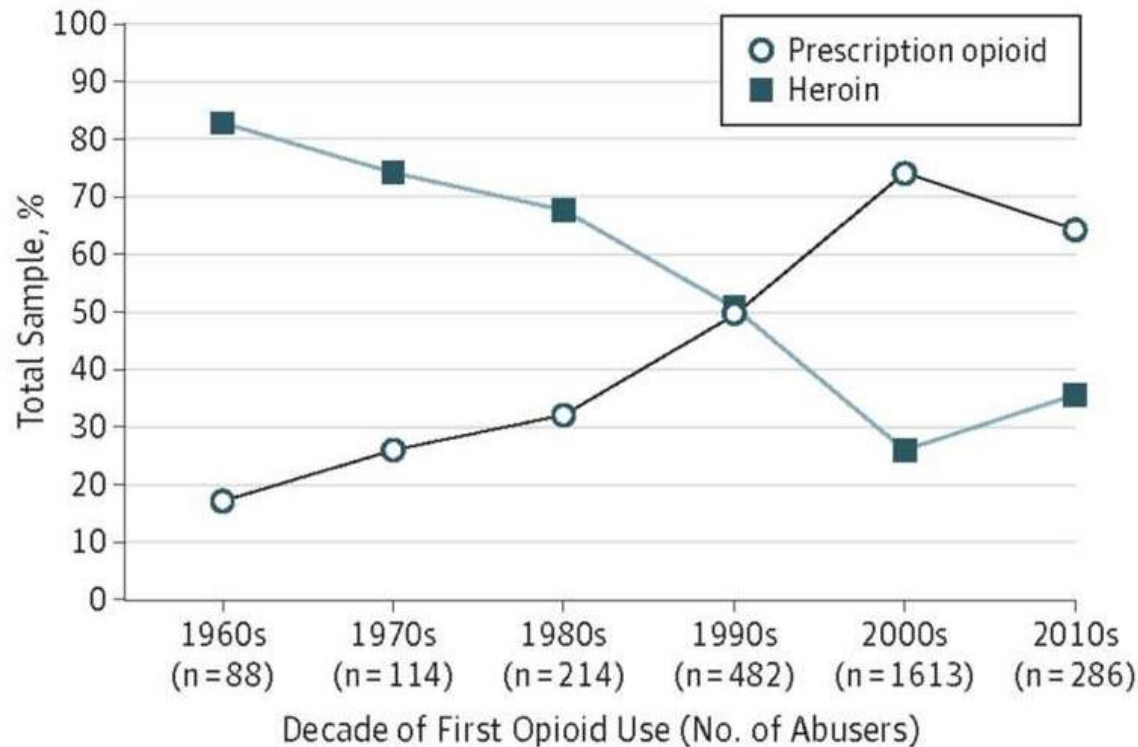
Of those who began abusing opioids in the 2000s, **75% reported that their first opioid was a prescription drug**

- Cicero et al., National Institute on Drug Abuse, 2014

Activity: Acquire a Skill from an App

Step 1: Work in small groups of 3-4

Step 2: Read and discuss info on handout to ensure understanding

Step 3: Have volunteer to be practitioner and another to be patient

Step 4: Your task is to use E-P-E as if you are a practitioner meeting a patient who has just hurt her back. She asks for opioid meds.
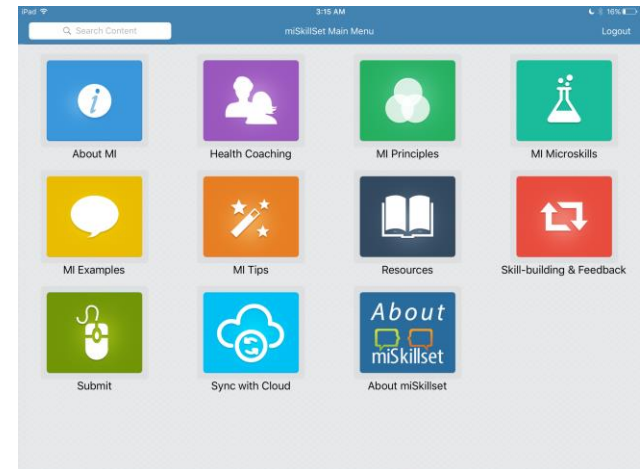
Elicit-Provide-Elicit

The E-P-E technique consists of three main components:

Elicit: Find out what the patient already knows by asking them directly and transparently.

Provide: Validate the patient's knowledge. Ask for permission to fill in the gaps by sharing information.

Elicit: Find out what this information means to the patient in terms of importance, relevance, challenges, or readiness to incorporate into their life.

E-P-E Example

Elicit: *"Mr. Jones, I'm curious about what you already know about possible weight loss techniques. What ideas do you have about what might work for you?" Patient responds.*

Provide: *"You are exactly right about healthy nutrition, portion sizes, and exercise playing a big part, even though it can be hard. If it's okay with you, I'd like to add how important stress management can be for some people since you have shared that you have an emotional eating response at times." [waits till patient agrees before giving information]*

Elicit: *"Of everything we just discussed, what do you think may be the best next steps for you?"*

Other scenarios for MI in this area

- Overdose prevention planning

- Discussion of alternative pain management options

- Harm reduction conversations

- Exploring your concerns for potential addiction

- Keeping an open line of communication if a patient shows symptoms of addiction but not ready to share

Conclusion

• MI is a complex skill set

• When teaching a complex skill set, telehealth technology can help!

• Thinking outside the box can mitigate challenges and lead to more engaged patients and saved lives

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel.""
- Maya Angelou

For more information:

visit our website at:

Qconsulthealthcare.com

Email me at:

asharp@qconsulthealthcare.com

Or come chat with me at our poster session tomorrow!

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