

Motivational Interviewing Tip Sheet for Prediabetes Screening



Motivational Interviewing (MI) is an evidence-based practice used by health professionals to engage patients in self-management and address ambivalence that is a normal reaction to behavior change. It is broadly applicable in managing medical conditions in which behavior plays a role and has been shown to:

- Improve treatment adherence and outcomes
- Improve patient satisfaction with care
- Promote health behavior change
- Increase retention rates

Core Skills for Engaging Patients

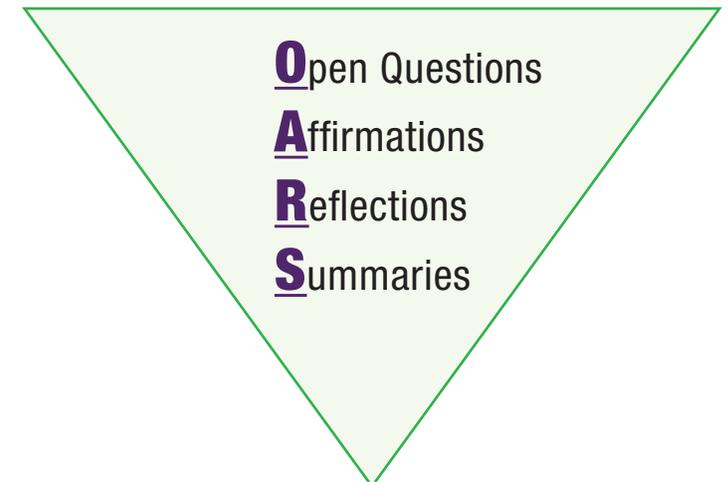
OARS

Open-Ended Questions – Require more than a “yes/no” or brief response
Often begin with “What... How... In what way... Tell me about... Describe... Explain...”
Avoid “Are... Do/Did... Can/Could... Why...”

Affirmations – Genuine recognition of strengths, aspirations and efforts

Reflective Listening – Respond with a statement that reflects the essence of what the patient said, or what you think the patient meant. Reflect content AND feeling

Summaries – Pull together and link relevant information succinctly, calling attention to important elements of the discussion



Technique for Offering Information to Patients

FOCUS

First ask permission – Make sure the patient is interested in what you would like to offer.
Continue only if the patient is in agreement. If not, honor his/her autonomy.

Offer ideas – Don't persuade

Concise – Be direct and succinct

Use a menu – Tailored to meet patient's needs.
Consider utilizing information provided in this toolkit.

Solicit what the patient thinks – Always begin and end with the patient

MOTIVATIONAL INTERVIEWING TRAINING IS RECOMMENDED TO ENHANCE YOUR SKILLS



Ask an open ended question to start the conversation

- How is your day?
- Tell me about your oral care routine.

Use

Open ended questions to further explore an issue.

- What are your concerns regarding the prediabetes screening test?
- How has prediabetes/diabetes impacted you or your family?

Affirm

- It's great that you came in despite your nervousness.
- It is clear you're invested in your oral health.

Reflect what you have heard (content and feelings)

- You're nervous about seeing a new provider.
- You are hoping to improve your routine.

Repeat the "Open ended Question, Affirm, Reflect" Cycle

Summarize

- Let me stop and summarize what we have been discussing. You were unsure of the correlation between oral health and prediabetes/diabetes. Our next step is to provide you with more information, if you would like, and fax a referral to your PCP so you two can follow-up and complete the testing. How does that sound to you?

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Offer Information using the FOCUS Technique

First ask permission

- Do you mind if we spend a few minutes discussing prediabetes/the screening test?
- If patient is not interested, communicate... it's completely up to you. I'm here if you have any questions or want to discuss it at another time.
- If patient is interested... Tell me what you know about prediabetes/diabetes.

Offer ideas, don't persuade

- Perhaps we could talk about some basics of prediabetes or focus on how it affects your oral health. It's up to you.

Concise, be direct and succinct

A lot of information or explanation can be too much for your patient to absorb. The patient handout has the basics.

Use a menu

Use information from the kit to provide basic information tailored to the patient's needs.

Solicit what the patient thinks

- What are your thoughts about the information we discussed?
- What questions do you have?
- Where would you like to go from here?

Assist patient with screening test (if applicable) and review the results