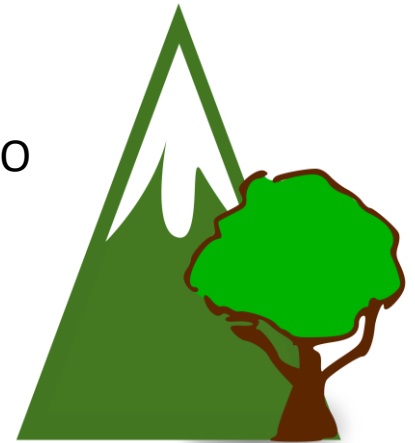


Institutional Change – A Mountain Moved through Motivational Interviewing

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Goals of Workshop

- Overview of Motivational Interviewing Model
- Practice exercises to demonstrate pieces of the model
- Steps taken by one agency to implement a consistent framework for engagement with youth, families, staff
- Overview of training model and MI support system
- Preliminary outcomes

Fist

Take 30 seconds to
see if you can open
your partner's
fist...try
hard...nothing too
physical



What did you Learn?

- Were you able to force your partner to un-grip their fist?
- Did Power Over work?
- Did anyone try a different method to ask your partner to un-grip their fist?

What the Research Says



The Motivational Interviewing as an evidence based model:

- Is effective with youth and adults who have been disempowered and who feel that they don't have control over their own destinies;
- Works well in helping people make decisions for their own lives that they can stick to;
- Helps people learn why they want to change something – the key to motivation

What the Research Says 2

According to International Trainer, Stephen Andrews, Motivational Interviewing is shown to:

- Double the retention rate of youth receiving services and increase their satisfaction with their clinician/worker.
- Decrease burnout in staff
- Increase staff satisfaction with their job because they have a toolkit that works.

The results reinforce the model.

The Motivational Interviewing Model

- The model is one in which the helper has a “power with” rather than a “power over” relationship to the youth/family
- Its core belief is that everyone has the wisdom to know what needs to be done.
- It meets people “where they dream”.
- The helper joins the youth/family on their own journey and helps them create a plan that keeps them on their own chosen path.

The Motivational Interviewing Model 2

- Has been embraced by Massachusetts Department of Mental Health, Department of Youth Services and endorsed by SAMSHA and the American Academy of Pediatrics as an effective model in mental and physical health conditions.
- It is taught in correctional institutions.
- Is a foundation upon which other models can be built because it engages the youth and family in their own goals.

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

Stephen Rollnick and William R. Miller,
Sheffield, UK Oct 2011

The Spirit of Motivational Interviewing

- Respectful
- Honoring of client autonomy
- Collaborative
- Evocative
- Compassionate
- Non-judgmental



I've decided to live my life in ambivalence

Well, maybe

I can't decide

I'm so torn.

Ambivalence

Motivational Interviewing GOALS...

- No longer engage in power struggles with the client... To the “right” position is to let go of the working alliance...
- Give no *unsolicited* advice, direction and feedback
- “The individual is like a garden to be tended, not a machine to be repaired...”

The Spirit of the Teaching Method

- Real Play vs. Role Play
- Experiential
- Keep confidentiality
- Be mindful of each other. Be kind.
- Make mistakes, “Oops!”
- Feeling hesitant? “What the heck!”
- Resist the fixing impulse

Steps of Motivational Interviewing

- Engagement First
- Explore the wish/idea
- Listen carefully – don't interrupt with questions
- Make reflections
- Listen for Change Talk
- Move toward next steps while embracing motivation





OARS

Open Ended Questions

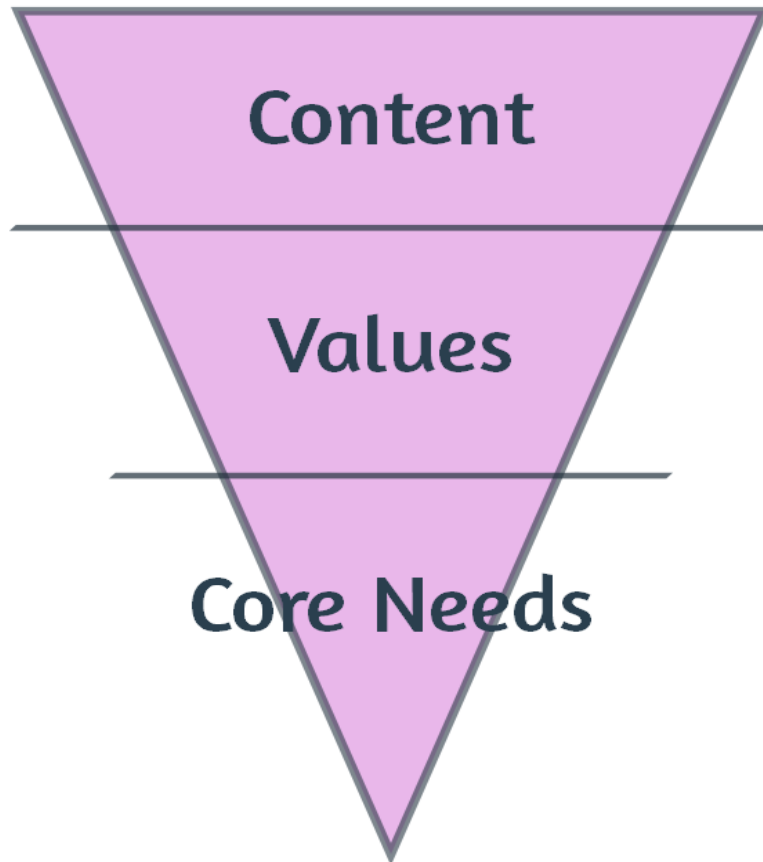
Affirm – Notice strength/courage,
listen for values

Reflections – empathic, simple,

Summarize – at transition time or end of
sessions

Reflections

Depth of Reflection



- **Simple Reflection:**
Stays close to what the person is saying
- **Complex Reflection:**
Adds significant new meaning

What is a Reflection?

- Definition
- Use of reflections in MI model
- Examples
- Exercise - What do you hear from the youth you work with?
- Examples from real life situations that happen at Tempo

Practicing Reflections

- Exercise – tell us a statement that you often hear from your clients or participants
- Audience – practice with some reflections – listen for the message underneath the statement
- Example: Statement: “I hate it here. I have no privacy”. Reflection: “ You have a lot to think about and don’t like distractions.” or “You are a private person and enjoy time to yourself”.

What Affects You

- You
 - Fun and Recreation
 - Diet
 - Sleep
 - Exercise
 - Connection to Family, Friends
 - Spiritual Practice
 - Physical/Dental Health
 - Work
 - Dreams

Wayside Implementation Process

- Origins in Strategic Plan
- Finding the Right Model – based on our culture, values, current approach
- Finding the Trainer
- Training Process and Plan
- Development of MI Champion Groups
- Training the Internal Trainers
- Incorporation into New Staff Orientation
- Ongoing Spirit of MI Trainings

Benefits and Challenges

Benefits

- Staff excitement about model
- It works!
- Engagement success
- Fewer power struggles
- Higher motivation from clients
- Staff feel good about having skills

Challenges

- Requires regular practice
- It's easy to get sidetracked by our impulses to SOLVE problems
- We all have a need to “fix it” – hard to let go of this
- Cultural Challenges

Our outcomes

The Proof is in the Pudding



- Outpatient engagement rate (number of sessions kept in first four weeks after intake)
- Length of Service
- Client satisfaction
- Engagement at young adult resource center (numbers who return for additional services)

Questions and Answers



Take Aways



References

Helpful Texts:

- Motivational Interviewing: Third Edition: Helping People Change; William R. Miller and Stephen Rollnick, The Guilford Press
- Motivational Interviewing in Groups; Christopher C. Wagner and Karen S. Ingersoll with Contributors, The Guilford Press
- Building Motivational Interviewing Skills: (2nd Edition) A Practitioner Workbook; David Rosengren, The Guilford Press

Websites:

- www.motivationalinterviewing.org
- www.hetimaine.org

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