**Background**

- Engaging patients in their health care decision making improves health outcomes and resource utilization.\(^1\)
- Motivational interviewing (MI) is a person-centered, collaborative, and goal-oriented communication style intended to elicit and strengthen an individual’s own reasons, motivation and commitment to change.\(^2\)
- Motivational interviewing is effective in changing lifestyle behavior in a variety of health behavioral applications.\(^3,4,5\)
- Most effective MI training methods involve lecture, discussion, demonstration/modeling, and practice.\(^6\)

**Project Aims**

1. Test if MI training results in a change in Targeted RNs’ knowledge/values/confidence/behaviors in patient-centered care and RNs’ essential attributes for patient-centered care.
2. Examine if MI training results in Targeted RNs engaging patients in setting personal goals.
3. Examine if this MI training results in patients progressing/toward/achieving their goals.

**Framework**

- MI served as the framework for Evidence-Based Practice (EBP) project.

**Setting and Sample**

- Registered Nurse Demographics
  - Type of RN
    - Clinic RN
    - Case Manager
    - Community Based Care Manager
    - BSN
    - Masters
  - Highest Nursing Education
    - Associate
    - BSN
    - Masters
  - Years Experience:
    - 6-20
    - 2-5
    - 1-3
    - 0-1
- Region:
  - Midwest
  - Mountain
  - Southwest
  - Northeast
- **A regional market of a large Midwest not-for-profit healthcare system, serving primarily rural and suburban communities.**
- **N = 26 completed on-line learning modules and MI classroom training.**
- **Targeted Nurses**\(^ 5 \) (n = 18) documented patient-centered goals in the EHR.

\(^1\) Ranked of Community-Based Care Managers (CBCMs), advanced practice Clinical Nurse Specialists (APCNSs), and academic faculty members who aim to utilize care and RNs as Care Coordinators (NCRs), embedded nurses within the organization’s primary care teams providing outreach to high-risk patients with chronic conditions.

**Methods**

**Aim 1:** Motivation Interviewing-Guided Training (All RNs): 4.5 hours of on-line training, classroom case simulations with MI content experts, and three 1-hour coaching sessions over the course of 3 months.

**Pre- and Post-Training Assessment (All RNs):** surveys to test for changes in knowledge/values/behavior/behaviors in patient-centered care and practice of MI skills.

**Aims 2 & 3:** Goal Documentation (Targeted RNs): patient’s personal goals at baseline and progress toward/achievement of those goals in a longitudinal plan of care in the EHR (Epic).

**Findings**

**Aim 1:** Mean Desirable Attributes for Patient-Centered Care

**Aim 1:** Mean Targeted RN MI Skills

**Aim 1:** Mean Patient-Centered Behaviors and Characteristics

**Conclusions and Implications**

- Targeted RNs reported high patient-centered attributes, behaviors, characteristics, and MI skills at baseline.
- The intervention was effective in further building these qualities.
- Training increased Targeted RNs engagement in goal-setting
- More than three quarters of patients made positive progress on an established goal
- These findings support expansion of MI training and patient goal-setting across an organization.

**Limitations**

- Evaluation of MI skills relied on self-assessment
- A larger sample is required to test for significant pre-post-intervention changes.
- It is unclear which training strategy(s) was most valuable due to low response rate.
- The number of Targeted RN encounters per patient was not measured.

**Recommendations**

- Evaluate the sustainability of goal-setting at 6 months post-implementation.
- Determine if a standardized, patient-centered goals-setting approach will improve patient utilization of acute care services.
- Evaluate whether MI training and goal-setting could yield positive patient outcomes with a larger sample size when applied to other RN roles.

**References**