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 towards/achieving their goals.

Framework

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

Setting and Sample

Registered Nurse Demographics

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Pre (n = 24)</th>
<th>Post (n = 18)</th>
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</thead>
<tbody>
<tr>
<td>Respectful</td>
<td>9.92</td>
<td>10.00</td>
</tr>
<tr>
<td>Advocate</td>
<td>9.52</td>
<td>9.89</td>
</tr>
<tr>
<td>Presence</td>
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<tr>
<td>Compassionate</td>
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<tr>
<td>Supports patient</td>
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<td>9.78</td>
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<tr>
<td>participation in decision</td>
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<tr>
<td>Available</td>
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<td>9.50</td>
</tr>
<tr>
<td>Able to discern patient activation</td>
<td>9.21</td>
<td>9.33</td>
</tr>
<tr>
<td>Efficient</td>
<td>8.88</td>
<td>9.33</td>
</tr>
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</table>

Aim 1: Mean Desirable Attributes for Patient-Centered Care

- 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* (n = 18) documented patient-centered goals in the EHR.

Methods

Aim 1: Motivation-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/confidence/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 towards/achievement of those goals in a longitudinal plan of care in the EHR (Epic).

Findings

Aim 1: Mean Targeted RN MI Skills

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 evaluation 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

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