

The Impact of Motivational Interviewing and Patient-Directed Goal Setting on Patient-Centered Care Delivery

Beth Beck, BSN, RN, CCCTM, Dawn Klug, MSN, RN, Cynthia Phelan, PhD, RN
Aurora Ambulatory Care, WI Ambulatory Care Management, and Aurora at Home

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.^{2,3,4,5}

Project Aims

- Test if MI training changed RNs' perceived knowledge of and attributes for patient-centered care delivery.
- Examine if MI training increased patients' engagement in personal goal setting toward/ achieving their goals.
- Examine if the use of MI strategies resulted 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 (n = 24)¹

Type of RN	n	Per cent
RN Care Coordinator	8	33
Community Based Case Manager	5	21
Clinic RN	1	4
Home Care RN Case Manager	10	42
Highest Nursing Education		
Associate	8	33
BSN	11	46
Masters	5	21
Years of Nursing Experience		
0-5	2	8
6-20	13	34
21+	9	39

¹24/26 reporting

- A regional market of a large Midwest not-for-profit healthcare system, serving primarily rural and suburban communities.
- RNs (N = 26) completed on-line learning modules and MI classroom training.

Methods

Aim 1: Motivational 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.

Electronic Pre- and Post-Training Self-Assessment (All RNs): a test for changes in desirable patient-centered attributes and the practice of MI skills.⁶

Aims 2 & 3: Goal Documentation (All RNs): patient's personal goals at baseline and progress towards/achievement of those goals in a longitudinal plan of care in the EHR.

Findings

Aim 1: RN Desirable Attributes for Patient-Centered Care

Attribute	Mean	
	Pre (n = 24)	Post (n = 18)
Respectful	9.92	10.00
Advocate	9.92	10.00
Presence	9.92	9.89
Compassionate	9.79	9.89
Supports patient participation in decision	9.63	9.78
Available	9.21	9.50
Able to discern patient activation	9.21	9.33
Efficient	8.88	9.33



Aim 1: RN MI Skill Self-Assessment (1 = Not at All, 7 = Extensively)

MI Consistent Skill	Mean	
	Pre (n = 24)	Post (n = 18)
Uses open-ended questions	5.83	6.06 ²
Conveys MI style or spirit	5.58	5.72
Uses reflective statements	5.58	5.23 ³
Affirms strengths and change efforts	5.54	5.67
Fosters collaborative atmosphere	5.25	5.44
Discusses change plan	5.17	5.44
Discusses patient-centered problems	4.87 ¹	5.29 ³
Motivates to change	4.88	5.06
Develops discrepancies	4.54	4.33
Works with ambivalence	4.46	4.47 ³
MI Inconsistent Skill		
Provides unsolicited advice	4.13	3.72
Uses close-ended questions	3.58	3.17
Asserts authority	3.25	2.17
Confronts patient directly	3.08	2.39

¹23 responses, ²16 responses, ³17 responses

Aim 1: RN Patient-Centered Behaviors and Characteristics

Behavior/Characteristic	Mean	
	Pre (n=24)	Post (n=18)
Value social determinants	9.46	9.67
Value patient engagement	9.08	9.44
Value patient goals	8.88	9.22
Confidence in knowledge	8.79	8.39
Confidence in engaging	8.17	8.39
Consistently engage patient	8.13	8.00
Familiar with MI	7.63	9.17
Seeing goal prompts discussion	7.54	7.94
Use of MI	7.38	8.50
Reference LPOC	4.79	6.89
Patient-centered goal-setting is new	4.29	4.17
Pts with chronic conditions are not focused on better health choices	2.88	3.11
Goal-setting conversations are not relevant to practice	1.63	1.28

Aim 2: Number of Patients Engaged in Goal-Setting

Time of Entry into Pilot	Yes	Per cent
Pre-Pilot or Day 1 (N=466)	187	33.88
Day 2 thru 90 (N=86)	39	45.34

Aim 3: Goal Progress by Patient

	n (%)
Positive Progress ¹	179 (78.17)
Did not Make Progress ²	14 (6.11)
Progress Not documented	36 (17.47)
Total Patients	229 (100)

¹ Documented goal status of Improving or On Track on any goal documented for patient

² Documented goal status was never Improving or On Track on any goal documented for patient



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 evaluation 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.

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