Welcome!

Empathic Communication in Virtual Practice
June 17, 2020

This webinar is being recorded and will be made available on CCI Resource Library

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# then [number in top left corner of Zoom window] then #

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Everyone is unmuted. Please control your own muting/unmuting.
Motivational Interviewing:

Virtually
Poll: What best describes your experience with MI?

• I've heard of it, I'm not sure I know too much about it though.
• I've had some training in MI, and I sometimes use the techniques at home or at work.
• I've had quite a bit of training in it, and use it pretty consistently either at home or work.
• I have tons of experience with MI, and have even trained others in it. It is fairly ingrained for me!
01 Pre-Contemplation
02 Contemplation
03 Preparation
04 Action
05 Identification

Stages of Change
Over 90 Clinical Trials (MARMITE)

30 years of research on the effectiveness of MI
Empathy is Healing

Judgment, Stigma & Bias are Harmful
Principles

- Empathy
- Autonomy
- Relationship
- Respect
MI WORKS:
- In person
- On video
- On the Telephone
Why is it so hard?
‘If you keep getting grades like this, you’ll never get into a good college’

‘Next time I catch you with pot, you will be grounded for months’

‘I’m really disappointed in you. I thought you were better than that’
01 Negative **judgments** or Implicit **Bias**

02 **Mirror neurons** aren't functioning

03 **Tired**, stressed, fearful, or angry
Principle MI Strategies

Open-Ended Questions
Which medications are you taking?

Are you checking your blood sugars?

Do you want to quit drinking?
What are your thoughts about starting this medicine?

How are you doing with checking your blood sugars?

Tell me more about your feelings about drinking.
Demonstration

Open-Ended Questions
Advice
Open Ended Questions
Practice

Step 1
Groups of 3

Step 2
Pick something real to practice with:
Ask your practice partner about what is sustaining them during this time

Step 3
Switch
Principle MI Strategies

Reflective Listening
Demonstration:

Reflective Listening
Reflective Listening Practice

Practice

Groups of 3

Step 1

Pick something real to practice with:

Practice Partner: talk about something you are worried about (1 min)

Practicer: Reflective Listening

Step 2

Switch
What is one thing would you like to practice this week?
Empathic Communication in Phone and Video Visits

— Empathizing with patients is critical for improving the patient experience, health outcomes, and staff job satisfaction. Here are tips for creating meaningful connections in our new virtual world.

What Exactly Is Motivational Interviewing?

— While motivational interviewing has been an evidenced-based practice for more than two decades, in our new virtual world of video conferencing and telephone visits, the term has been bubbling up with more and more frequency. We walk you through the basics.

Empathic Communication in Phone and Video Visits — Empathizing with patients is critical for improving the patient experience, health outcomes, and staff job satisfaction. Here are tips for creating meaningful connections in our new virtual world.
For related resources, or to reach me:

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COVID-19 Resources

COVID-19 Webinar Series
careinnovations.org/resources
Hosted every 2 weeks starting June 3, 2020. Webinar topic to be shared via email

CCI Academy
academy.careinnovations.org
Online learning community that gives you access to content & expertise across CCI programs

COVID-19 Resource Wiki
wiki.careinnovations.org
Collaborative directory of the best COVID-19 resources
COVID-19 Resource Wiki

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CCI’S TOP PICKS

Here’s what we’re reading, watching, and downloading:

- Webinar: Caring for Patients with Chronic Conditions During COVID-19
- LifeLong Medical Care: Preparing for the Worst-Case Scenario
- Surge Phase Playbook

DIRECTORY

- Behavioral Health
- Caring for patients and community
- Clinical Protocols and Guidelines
- Federal Policy Updates
- Food Security
- Health Equity
- Leadership

- California Policy Updates
- Chronic Conditions
- COVID19 Technology Resources
- Federal Policy Updates
- Governance
- Housing and Homelessness
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Thank you!