

Welcome!

Empathic Communication in Virtual Practice
June 17, 2020

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Everyone is unmuted. Please control your own muting/unmuting.

Motivational Interviewing:

Virtually





Poll: What best describes your experience with MI?

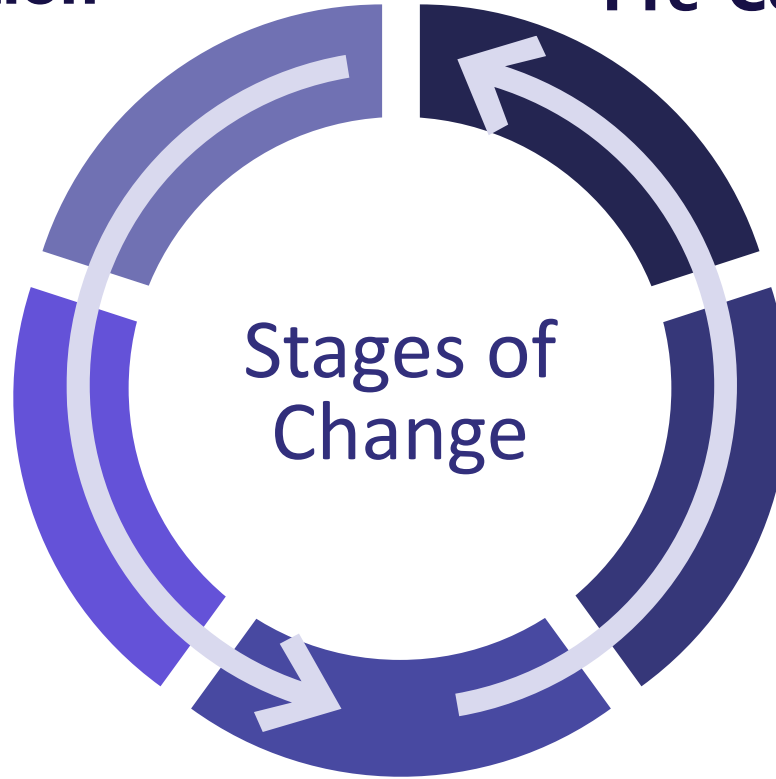
- I've heard of it, I'm not sure I know too much about it though.
- I've had some training in MI, and I sometimes use the techniques at home or at work.
- I've had quite a bit of training in it, and use it pretty consistently either at home or work .
- I have tons of experience with MI, and have even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

05

Identification

01

Pre-Contemplation



Stages of
Change

04

Action

02

Contemplation

03

Preparation



**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'

F E A R

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

P U N I S H M E N T

'I'm really disappointed in you. I thought you were better than that'

S H A M E

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



A woman with dark hair tied back, wearing a white short-sleeved uniform, is talking on a black telephone. She is looking slightly to the right with a focused expression. The background is a blurred office environment with shelves and equipment.

01 Summary

02 Exact Words

03 Double Sided

Demonstration:

Reflective Listening

Reflective Listening Practice Practice



Step 1

**Groups
of 3**

Step 2

Pick **something real** to practice with:

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

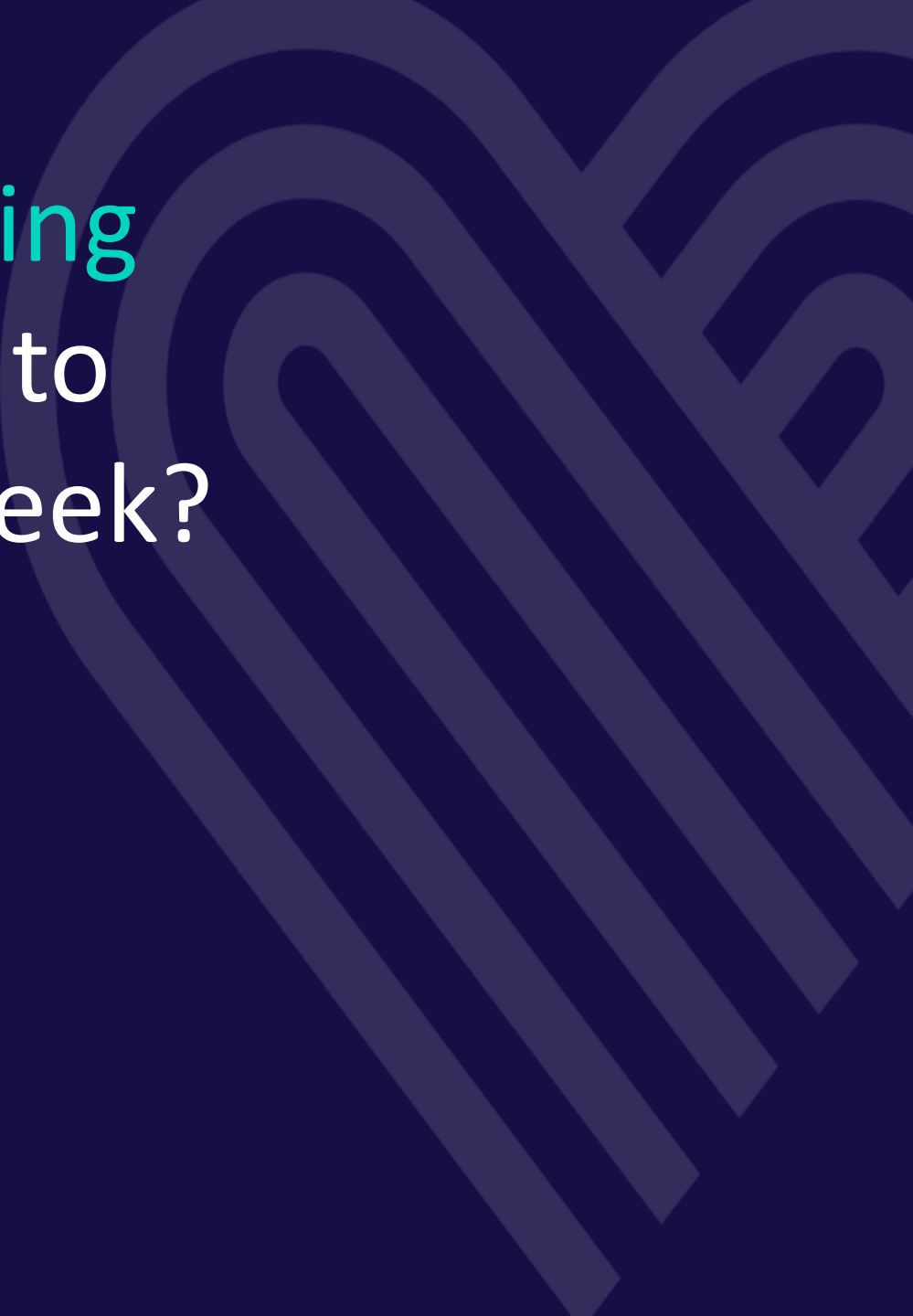
Practicer: Reflective Listening

Step 3

Switch



What is **one thing**
would you like to
practice this week?



Additional Resources

[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
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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](#)

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INNOVATIONS

Thank you!

