

# Reflections of Communication Skills after Practicing Telehealth Physical Activity Screening Evaluations: Qualitative Study

•••

George Fox University School of Physical Therapy  
Virtual Research Symposium  
February 18, 2021

Stephanie Blank, Carlos Falcon, Nicholas Heck, Isabelle Hoyven Cisneros,  
Gavin McBride, Matthew Miller, Rachel Tokuda, Jeff Houck, PT, DPT, PhD

1

## The Disconnect Between Patients and Providers

Have you had a healthcare visit where:

- You didn't feel heard
- Your concerns weren't fully addressed
- You didn't follow the advice given



**WHY** does this happen and **WHAT** can Providers do?

2

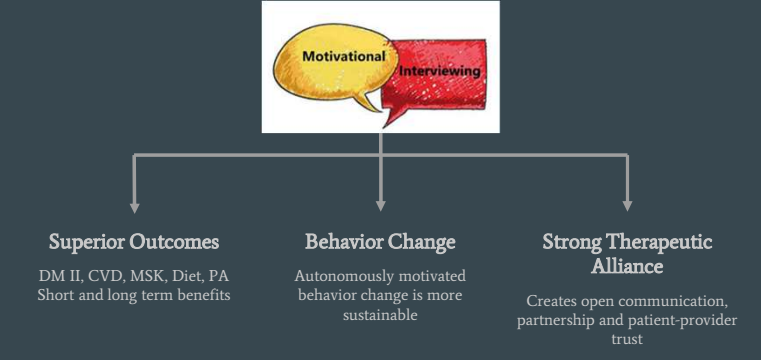
## What is Motivational Interviewing (MI)?

A directive, patient-centered counseling style for eliciting behavior change by helping patients to explore and resolve ambivalence.

<p><b>The Techniques</b></p> <ul style="list-style-type: none"> <li>○ Open Ended Questions</li> <li>○ Summaries</li> <li>○ Complex Reflections</li> <li>○ Affirmations</li> </ul>	<p><b>The Spirit</b></p> <ul style="list-style-type: none"> <li>○ Develop Discrepancy</li> <li>○ Avoid Argumentation</li> <li>○ Roll with Resistance</li> <li>○ Express Empathy</li> <li>○ Support Self-efficacy</li> </ul>
---	---

3

## Why MI matters



<p><b>Superior Outcomes</b></p> <p>DM II, CVD, MSK, Diet, PA Short and long term benefits</p>	<p><b>Behavior Change</b></p> <p>Autonomously motivated behavior change is more sustainable</p>	<p><b>Strong Therapeutic Alliance</b></p> <p>Creates open communication, partnership and patient-provider trust</p>
---	---	---

4

## Barriers to Implementing MI



5

## Purpose

- Qualitatively analyze novice practitioners' reflections of their experience performing motivational interviewing early and late in their training.
- Quantitatively analyze motivational interviewing techniques novice practitioners use during video taped recordings of a lifestyle intervention to promote physical activity consistent with CDC guidelines.
- We hypothesized that
  1. Early Training: Novice practitioners would emphasize motivational interviewing techniques
  2. Late Training: Novice practitioners would emphasize the spirit of motivational interviewing
  3. Quantitative analysis of the video recordings would support the increased use of motivational interviewing techniques in late versus early in their training

6

## Methods/ Studying MI in Depth

- Recruited acquaintances to talk about their physical activity via Zoom
  - Participants were interviewed by 2 novice practitioners for ~30 min sessions
  - Interviews were video recorded with participants' consent
- Population: interviewees
  - n= 47 (22 Male)
  - Mean Age = 59±10.7
  - Mean BMI = 28.3±5
- Population: novice practitioners
  - n= 13
  - Total reflections coded = 19, split into early and late

7

## Methods/ Studying MI in Depth

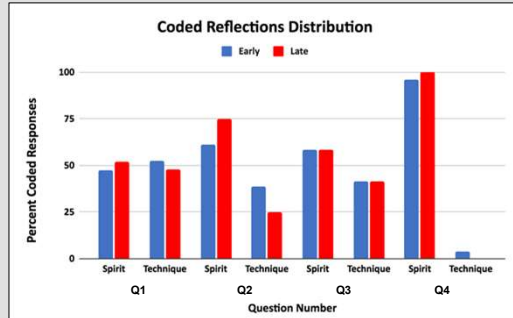
- Novice practitioners wrote reflections throughout MI training and practice
- Reflections were coded and analyzed for repeated MI themes across the learning process
- Recorded interview videos were analyzed. MI techniques used by novice practitioners were tallied and divided into early and late subgroups for comparison

8

## Coding Results

- Early reflections focus on techniques of MI
- Later reflections have greater focus on spirit of MI
- Demonstrates transition to mastery

- Q1: learned
- Q2: challenges
- Q3: areas to develop
- Q4: benefits of MI



9

## Reflection Quotes

### Early Reflections

*"It has been frustrating at times. Feeling like I spoke too much or didn't even say the right words... missed something huge or spent time on things that may not even matter."*

An example of utilization of MI techniques

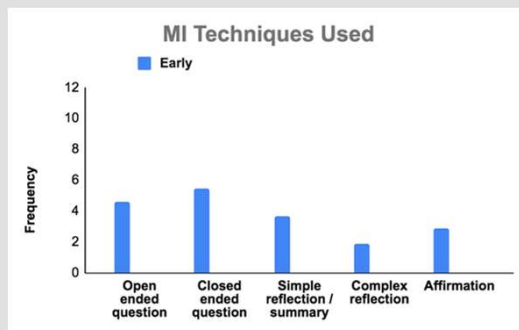
### Later Reflections

*"[Most important thing is to] empathize completely with the patient's point of view and to truly meet the patient where they are at..."*

An example of the Spirit of MI expressed

10

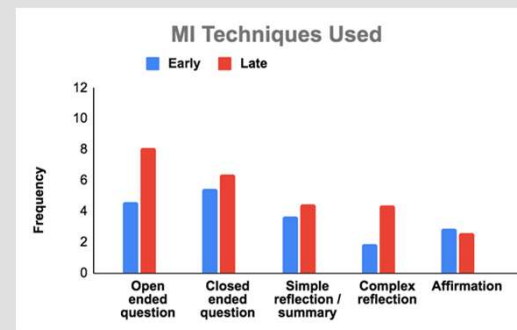
## Results



Comparison of MI techniques used in the early and late stages of data collection, compared with that of an expert clinician

11

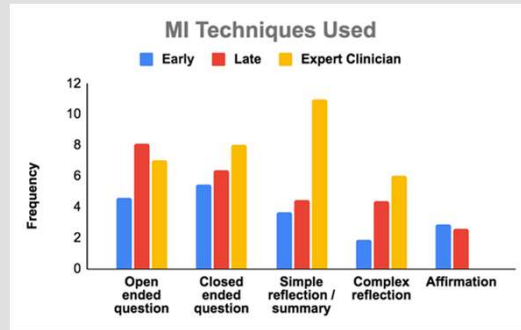
## Results



Comparison of MI techniques used in the early and late stages of data collection, compared with that of an expert clinician

12

# Results



Comparison of MI techniques used in the early and late stages of data collection, compared with that of an expert clinician

13

## KEY TAKEAWAYS

Motivational interviewing cultivates therapeutic alliance and is proven to lead to better outcomes and behavior change in patients.

Learning motivational interviewing takes time and effort to gain experience and move from emphasizing techniques to embodying the spirit.

Mentoring novice practitioners through the motivational interviewing process is a challenging, but worthwhile endeavor of transformation to improve person-centered care and outcomes.

14

## References

Ang Dennis C, Kalesh, Anthony S, Bigatti, Silvio, Mitzner, Steven A, Jensen, Mark P, Hilligoss, Justin, Slaven, James, and Saha, Chandan. "Research to Encourage Exercise for Fibromyalgia (REEF): Use of Motivational Interviewing, Outcomes From a Randomized-controlled Trial." *The Clinical Journal of Pain* 29.4 (2013): 296-304. Web.

Babatunde F, MacDermid J, MacIntyre N. Characteristics of therapeutic alliance in musculoskeletal physiotherapy and occupational therapy practice: a scoping review of the literature. *BMC Health Serv Res*. 2017;17(1):375.

Black, B, Lucarelli, J, Ingman, M, & Briskey, C (2016). Changes in Physical Therapist Students' Self-Efficacy for Physical Activity Counseling Following a Motivational Interviewing Learning Module. *Journal of Physical Therapy Education*, 30(1), 28-32

Branz-Gattan, Nicole, McMillan, Danny, & Hastings, Jennifer. (2020). Defending the art of physical therapy: Expanding inquiry and crafting culture in support of therapeutic alliance. *Physiotherapy Theory and Practice*, 36(6), 669-678.

Driver, C, Keen, B, Opreaca, F, & Lovel, G.P. (2017). Knowledge, Behaviors, Attitudes, and Beliefs of Physiotherapists Towards the use of Psychological Interventions in Physiotherapy Practice: A Systematic Review. *Disability and Rehabilitation*, 39(22), 2237-2249

Driver, C., Lovell, G.P. & Opreaca, F. (2021). Physiotherapists' Views, Perceived Knowledge, and Reported use of Psychosocial Strategies in Practice. *Physiotherapy Theory and Practice*, 37(1), 135-148

Fortune, J., Bruchman, J., Norris, M., Eva, G., Frater, T. (2019). Motivational Interviewing Training for Physiotherapy and Occupational therapy Students: Effect on Confidence, Knowledge, and Skills. *Patient Education and Counseling*, 102, 694-700

Hardcastle, Sarah J, Taylor, Adrian H, Bailey, Martin P, Harley, Robert A, and Hagger, Martin S. "Effectiveness of a Motivational Interviewing Intervention on Weight Loss, Physical Activity and Cardiovascular Disease Risk Factors: A Randomised Controlled Trial with a 12-month Post-intervention Follow-up." *The International Journal of Behavioral Nutrition and Physical Activity* 10.1 (2013): 40. Web.

Hoekstra, Trynke, Alingh, Rolinde A, De Vries, Hendrik S, Bos, Rik, Hoekstra, Femke, Van Der Schans, Cees P, Dekker, Rietik, Hettinga, Florentina J, and Van Der Woude, Lucas H.V. "A Questionnaire to Assess Rehabilitation Patients' Experiences with Motivational Interviewing Consultation in the Context of Physical Activity Stimulation." *Disability and Rehabilitation* 42.15 (2020): 2198-201. Web.

Kinney M, Selder J, Beary AF, Coughlin K, Dyal M, Clewley D. The impact of therapeutic alliance in physical therapy for chronic musculoskeletal pain: A systematic review of the literature. *Physiother Theory Pract*. 2018;1-11.

15

## References (cont.)

Martins, Renata K, and McNeil, Daniel W. "Review of Motivational Interviewing in Promoting Health Behaviors." *Clinical Psychology Review* 29.4 (2009): 283-93. Web.

Mallisham, Sandra L, and Sherrod, Brad. "The Spirit and Intent of Motivational Interviewing." *Perspectives in Psychiatric Care* 53.4 (2017): 226-33. Web.

Moore AJ, Holden MA, Foster NE, Jinks C. Therapeutic alliance facilitates adherence to physiotherapy-led exercise and physical activity for older adults with knee pain: a longitudinal qualitative study. *J Physiother*. 2020;66(1):45-53.

Mullin, D.J., Forsberg, L., Sauvageau, J.A., & Saver, B. (2015). Challenges in Developing Primary Care Physicians' Motivational Interviewing Skills. *Families, Systems, & Health*, 33(4), 330-338

Pignataro, Rose M, and Huddleston, James. "The Use of Motivational Interviewing in Physical Therapy Education and Practice: Empowering Patients Through Effective Self-Management." *Journal of Physical Therapy Education* 29.2 (2015): 62-71. Web.

Rubak, Sune, Sandbak, Anneli, Lauritzen, Torsten, Borck-Johnsen, Knut, and Christensen, Bo. "General Practitioners Trained in Motivational Interviewing Can Positively Affect the Attitude to Behaviour Change in People with Type 2 Diabetes." *Scandinavian Journal of Primary Health Care* 27.3 (2009): 172-79. Web.

Schoo, A.M., Lawn, S., Rudnik, E, and Litt, J.C. "Teaching Health Science Students Foundation Motivational Interviewing Skills: Use of Motivational Interviewing Treatment Integrity and Self-reflection to Approach Transformative Learning." *BMC Medical Education* 15.1 (2015): 228. Web.

Schumacher, J.A., Madson, M.B., & Nilsen, P. (2014). Barriers to Learning Motivational Interviewing: A Survey of Motivational Interviewing Trainers' Perceptions. *Journal of Addictions & Offender Counseling*, 35, 81-96

Sohl, Stephanie Jean, Birdce, Gurjeet, & Elam, Roy. (2016). Complementary Tools to Empower and Sustain Behavior Change. *American Journal of Lifestyle Medicine*, 10(6), 429-436.

16