



MOTIVATIONAL INTERVIEWING 2016

Successful Patient Engagement and Activation for Busy Healthcare Settings

Friday | July 15, 2016
WSU Spokane | Spokane, WA

8:00 AM - 4:30 PM
7.1 contact hours



TARGET AUDIENCE

A workshop for nurse practitioners, clinical nurse specialists, staff nurses, school nurses, social workers, psychologists, case managers, physicians, physician assistants, health educators and other interested healthcare professionals.

CONFERENCE DESCRIPTION

Patient decisions about changing health-related behaviors are complicated. Research indicates that passively receiving medical information and advice alone does not result in lasting behavior change. Furthermore, health professionals become frustrated when patients respond with resistance or apathy and do not make healthy choices. What reduces patient resistance and increases the chance of positive outcomes? Motivational Interviewing (MI) is an evidence-based communication style that has been shown to have a dramatic effect on patient outcomes in over 200 international clinical trials. MI creates a partnership between health professionals and their patients, enabling them to work together as “co-experts” towards shared goals.

- MI helps people identify their own motivation for making lifestyle changes.
- MI is the opposite of telling people what to do and how to do it.
- MI activates discussion about change and minimizes talk about being stuck in unhealthy habits.
- MI involves specific, measurable skills designed to create effective interactions.

This workshop provides practical skills for engaging people in the process of change and guiding them to find solutions. Teaching methods include lecture, demonstration, discussion, skill development and case study analysis.

OBJECTIVES

At the conclusion of the conference, participants will be better able to:

1. Describe how motivational interviewing skills fit into the healthcare setting.
2. Identify opportunities to employ motivational interviewing skills when observing patient interactions.
3. Demonstrate the ability to recognize patient “change talk.”
4. Describe motivational interviewing strategies for providing patient education that minimizes resistance.
5. Describe the difference between praise and affirmation in engaging and motivating patients.

PROVIDED BY

University of Washington Continuing Nursing Education

JOINT PROVIDERS

Washington State University, College of Nursing

PROFESSIONAL CREDIT

At the end of the conference:

- Log in to your account at uwcne.org
- Complete the online conference evaluation
- Print your own contact hour certificate upon completion of the evaluation

7.1 contact hours will be awarded. Attendance at all sessions and submission of a conference evaluation form are required for successful completion.

Nurses:

- Continuing Nursing Education at the University of Washington School of Nursing (UWCNE) is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.
- UWCNE is approved as a Washington state clock hour provider by the Washington State Board of Education.
- Provider approved by the California Board of Registered Nursing, Provider #07218.

Psychologists: UWCNE qualifies as a Washington State CE program sponsor under the Washington Administrative Code, WAC 246-924-240.

Social Workers and Counselors: UWCNE qualifies as a Washington State CE program sponsor under the Washington Administrative Code, WAC 246-809-610.

PROGRAM SCHEDULE

- 7:30 Registration, Continental Breakfast and Exhibits
- 8:00 Welcome and Overview
- 8:05 **Why Don't Patients Just Do What We Say?**
- Motivational Interviewing: What is it? Why would I use it? How does it work?
 - Live demonstrations
- 9:05 Break and Exhibits
- 9:15 **It's Not About Being Nice**
- Measurable and observable skills of motivational interviewing
- 10:30 Break and Exhibits
- 10:45 **Change Talk: The Intersection of Science and Art**
- Eliciting the patient's desire, ability and reasons for being healthy
 - Identifying, eliciting and responding to change talk
- 12:15 Lunch (provided) and Exhibits
- 1:00 **Giving Information and Recommendations without Triggering Resistance**
- Strategies for educating and providing meaningful advice
- 1:30 **Strengthening Patient Confidence: Praise vs. Affirmation**
- 2:00 Break and Exhibits
- 2:15 **How Motivational Interviewing Can Change Your Healthcare Setting**
- Comparison of a clinic with and without motivational interviewing
- 2:45 **Putting Motivational Interviewing Skills into Practice**
- Listen, watch, write and do
- 3:55 Stretch Break
- 4:00 **Ask, Resist, Affirm, Consider**
- Integrating motivational interviewing into your practice today
- 4:30 Adjourn and Evaluation (*10 minutes are added to the contact hours for the completion of the online evaluation*)

SPEAKER

Jonnae Tillman, BA

Jonnae Tillman is a clinical researcher at the University of Washington in the School of Social Work and School of Medicine and an adjunct professor at Seattle University in the College of Nursing. Jonnae has been a national trainer, researcher and consultant in motivational interviewing for 15 years. Through her private consulting company, J Tillman Training, she provides training in rural healthcare, diabetes management, high risk patient communication, correctional healthcare, marijuana dependence and opioid overdose prevention, as well as adolescent and palliative care coordination. She has authored online continuing education on the use of motivational interviewing in primary care for patients living with Type 2 Diabetes, provided supervision in the use of motivational interviewing in emergency medicine at New York University/ Bellevue Hospital and Massachusetts General Hospital and presented nursing grand rounds on motivational interviewing at numerous hospitals in rural communities. Jonnae is a member of the Motivational Interviewing Network of Trainers (MINT), an international organization of professionals dedicated to the research, training and practice of motivational interviewing.

PLANNING COMMITTEE

Susan Allen, BSN, RN, Clinical Practice Specialist, Group Health, Seattle
Phyllis Christianson, MN, ARNP, GNP-BC, Senior Lecturer, Biobehavioral Nursing and Health Systems, UW School of Nursing; Geriatric Care Specialist, Group Health Nursing Home Services, Seattle
Tyler Dean, MSN, RN, CPN, Director of Professional Development, Washington State University College of Nursing, Spokane
Penny Gilliatt, MN, RN, Manager, Clinical Practice and Professional Development, Virginia Mason, Seattle
Leslie J. Hampton, MN, RN, Associate Director, Professional Development & Patient/Family Centered Care, UW Medicine/University of Washington Medical Center, Seattle
Constance Hirnle, MN, RN, Nurse Planner and Instructor, Med-Surg 365, Continuing Nursing Education; Former Senior Lecturer, Biobehavioral Nursing and Health Systems, UW School of Nursing, Seattle
Luann Majeed, MN, RN, Clinical Faculty, UW School of Nursing; Registered Nurse, UW Hall Health Primary Care Center, Seattle
Paula Minton Foltz, MSN, RN, Assistant Administrator, Patient Care Services, UW Medicine/Harborview Medical Center, Seattle

UW=University of Washington, Seattle

CONFERENCE LOCATION

WSU Spokane: Pharmacy Building Room 101 | 205 E. Spokane Falls Blvd. | Spokane, WA 99202

Directions to WSU Health Sciences:

From I-90 take Division St. Exit 281 (north) towards downtown. Take a right on Spokane Falls Blvd. (before the bridge). WSU Pharmacy building will be on the left. Paid parking is available in the yellow lot on the right.

Parking: Yellow Permit 2 is the closest parking lot to the Pharmacy building. It has a pay-and-display kiosk and the cost is \$2.50 a day.

HOTEL INFORMATION

Fairfield Inn and Suites - Spokane Downtown

311 N. Riverpoint Blvd., Spokane, WA 99202

For reservations: Call 509-747-9131. Push "0" and ask to make a reservation in a group block. Group Block Code: UWN-R

REGISTRATION INFORMATION

REGISTRATION FEES	Individual Rate	Student Rate*
Friday, July 15	\$295	\$148

See website for conference-specific discounts.

*Student Rate: Price for current students. Must bring valid student ID.

REGISTER ONLINE:

Register at the conference portal: uwcne.org/miSpokane16

Registration fees include: Tuition, web access to handouts, continental breakfast and lunch

Program Changes: UWCNE reserves the right to revise the program schedule as needed.

Refund Policy: If you register and then are unable to attend or send a substitute, you may obtain a refund or the fee less \$35 for handling by submitting a written request to UWCNE prior to the conference. In the event of course cancellation, registration fees are automatically refunded in full. Costs incurred by the registrant such as airline or hotel penalties are the responsibility of the registrant.

Lunch: Although we try to be sensitive to many common dietary restrictions in planning our complimentary food menu, if you have special dietary needs, please bring food items that will meet your individual nutritional requirements.

DISABILITY ACCOMMODATION

The University of Washington is committed to providing access, equal opportunity and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. To request disability accommodation, contact the Disability Services Office at least ten days in advance of the conference at: 206-543-6450/V, 206-543-6452/TTY, 206-685-7264 FAX, or dso@uw.edu.

EXHIBITORS

Reserve exhibit space online! Visit the Exhibitor Portal on our website at uwcne.org/exhibitors. For more information, please contact Corie Goodloe at corie@uw.edu or 206-616-3826.

CONTACT US

University of Washington Continuing Nursing Education (UWCNE)

Box 359440 • Seattle, WA 98195-9440

PHONE: 206-543-1047 • FAX: 206-543-6953 • EMAIL: cne@uw.edu • WEB: uwcne.org