

Bromley CEPN

SUMMARY

Design and development of a motivational interviewing programme to support multi-disciplinary professionals to facilitate self-management in patients with long-term conditions.

What was the issue?

There is significant evidence to suggest that current demands on primary care are high and that primary care clinicians are struggling to fit multiple agenda items into 10 or 15-minute appointments. It is therefore unrealistic to meet every need of patients with chronic conditions in such a short space of time. Bennett et al (2010) stated that half of patients left primary care visits not fully understanding what their GP had told them. Furthermore, whilst shared decision-making is associated with better outcomes, only 9% of patients participate in decisions. Primary care practitioners need to work with patients to ensure that they understand, agree with and participate in the management of their chronic condition. Health coaching and motivational interviewing is one way to achieve this.

Research (Macadam, 2015; Coulter, 2013) has demonstrated that working with patients in a more collaborative way can yield better health outcomes.

The aims of the project were:

1. To enable course participants to understand what motivational interviewing and health coaching is, and how it can be used within primary care in supporting patients to collaboratively set health and wellbeing goals.
2. To understand some coaching models and frameworks that can be practically applied to enable goal setting and action planning with patients.
3. To have the opportunity to practise core health coaching skills including: listening, questioning, and building rapport, goal setting and action planning.

What did Healthskills do?

Healthskills designed a bespoke one-day interactive programme aimed at nursing and other allied health professionals – “Motivational Interviewing for Management of Patients with Chronic Conditions”.

The course was designed combining both theory of health coaching and motivational interviewing blended with a strong practical component to provide attendees with space to practice new skills and theory. We believe this is a positive way to enable participants to build confidence to apply their newly acquired skills on return to work.

What our participants said

The course was really interesting and made you think about how you are with people.

I will now get patients to find more solutions rather than telling them what to do.

I have learnt to listen to patients more.