



Using Motivational Interviewing to Increase COVID-19 Vaccinations

Motivational Interviewing (MI) is a flexible, client-centered approach that can help patients make positive changes to support better health goals. Motivational Interviewing uses empathy as the foundation and avoids creating resistance. This approach supports the patient's ability to identify their own self-motivating statements about why change is important.

The Principals:

- Express empathy. It is essential to listen and use reflective statements.
- Develop discrepancies. Help the patient highlight the inconsistencies between their behavior and their goals or values.
- Roll with resistance. Change is hard. Patients may show resistance towards the plan of care, treatment or behavior change, even when it is a change they identified as wanting.
- Support Self-Efficacy. Support the patient's belief that they can make a change.

– Miller and Rollnick



AVOID these examples of non-empathetic responses

- Ordering or directing
- Warning or threatening
- Giving advice, making suggestions or providing solutions when unsolicited
- Persuading with logic, arguing or lecturing
- Moralizing, preaching or telling clients their duty
- Agreeing, approving or praising
- Shaming, ridiculing, labeling or name calling
- Interpreting or analyzing
- Reassuring, sympathizing or consoling
- Questioning or probing
- Withdrawing, distracting, humoring or changing the subject

– Thomas Gordon, Twelve Roadblocks to Reflective Listening

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