Implementation of a Motivational Interviewing Program to Improve Patient Engagement within a Large Dialysis Organization

Deborah Benner, MA, RD, CSR; 1 Susan Butterworth, PhD, MS; 1 Sharon Brandl, MSeD, RDN, LDN; 1 Jamie Freeleng, RD; 1 Jane Wheeler, MS, RD, LDN; 1 and Becky Brosch, RD, CSR, LD1

1DaVita Inc, Denver, CO, USA; 2Q-Consult LLC, St. Petersburg, FL, USA

Introduction

Motivational Interviewing (MI) is a patient-centered health coaching technique demonstrated to be associated with positive clinical outcomes. 1, 14 Engaging Patients In their Care (EPIC) is a program within a large dialysis organization (LDO) that provides training in MI techniques to dietitians, with the goal of fostering improved patient engagement. Program elements include:

– Multi-faceted training with individualized skill-building sessions and follow-up activities
– Operational support through changes in processes and procedures
– Development of internal peer mentors and trainers to facilitate anchoring of new skills and cultural acceptance

MI requires a complex skill-set and a high level of commitment among clinicians to build and maintain proficiency. Here we report the results of two phases of the EPIC program roll-out:

– A 6-month small-scale pilot
– The organization-wide implementation across the entire LDO

Design and Methods

EPIC Pilot Program

2014

Initial Training

On-Site Interactive Workshops

• 8-hour session at 62 sites
• Discussion and practice activities

Follow-Up Training

Internal MI Trainers

• 45-60 internal mentors

On-Site Interactive Workshops

• 8-hour session at 62 sites
• Discussion and practice activities

Outcomes

Figure 1. EPIC Pilot: Dietitian MI Competency

Results

The EPIC program was launched in April 2014 as a 6-month proof-of-concept pilot:

– Comparison of recorded patient sessions before and after the pilot showed that dietitians were using more techniques consistent with MI and had higher MI characteristic scores, indicating improved MI competency (Figure 1).
– Significant reductions in serum phosphorus were observed among patients of dietitians in the EPIC pilot program (Figure 2).

Based on the positive results of the pilot, a modified staff training strategy with sustainability plan and organizational support measures were developed for the larger, organization-wide implementation.

– Ongoing evaluation indicates successful development of MI skills among participating dietitians (Figure 3).

Figure 2. EPIC Pilot: Patient Serum Phosphorus

Figure 3. LDO-Wide Rollout: Dietitian MI Competency

Conclusions

• Pilot program results indicate that adaptation of MI training for dietitians resulted in:
  – Measurable improvement in dietitian competency in the use of MI techniques
  – Reductions in serum phosphorus in patients
  – A comprehensive strategy to train more than 1800 LDO dietitians in the use of MI has been implemented.

– Results to date indicate progressive improvement in MI skills among LDO dietitians.

Acknowledgments

The authors acknowledge the contributions of the more than 1800 dietitians in DaVita for their commitment to the EPIC program and support. The authors also thank the DaVita Dialysis Research (DDR) and specifically acknowledged Allen L. Smith, PhD, for editorial contributions in preparing this poster.

This study was funded by DaVita Inc.

References


Here we extend our sincere appreciation to the more than 1,800 dietitians in DaVita for their commitment to the EPIC program and support. The authors also thank the DaVita Dialysis Research (DDR) and specifically acknowledged Allen L. Smith, PhD, for editorial contributions in preparing this poster.