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

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Introduction

- Motivational interviewing (MI) is a patient-centered health coaching technique demonstrated to be associated with positive clinical outcomes.¹⁻⁴
- 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

Objective

- To assess the feasibility and efficacy of using the MI approach to improve patient engagement through a pilot program
- To develop a comprehensive strategy to implement the use of MI and measure proficiency among dietitians across the entire LDO

About Motivational Interviewing (MI)

- MI is an evidence-based practice
- More than 900 completed or on-going clinical trials incorporating MI (PubMed)
- Key principles and techniques include:
- Uses a collaborative approach - Acceptance
- Uses empathetic listening
 - Evokes change talk
- Empowers patient
- Uses open-ended questions to explore Negotiates a shared agenda
- Solicits information from patient
- While each coaching session is tailored to the individual and their needs, there is guidance towards a targeted goal and structure to each session:
 - Engaging, Focusing (setting agenda), Evoking, and Planning
- There are standardized methods to teach MI and validated tools to assess adherence to MI techniques (see http://www.motivationalinterviewing.org)
- Coding and assessment of recorded clinician-patient sessions using a validated tool provides the only way of establishing staff proficiency in, and adherence to, MI techniques.

Design and Methods

EPIC Pilot Program

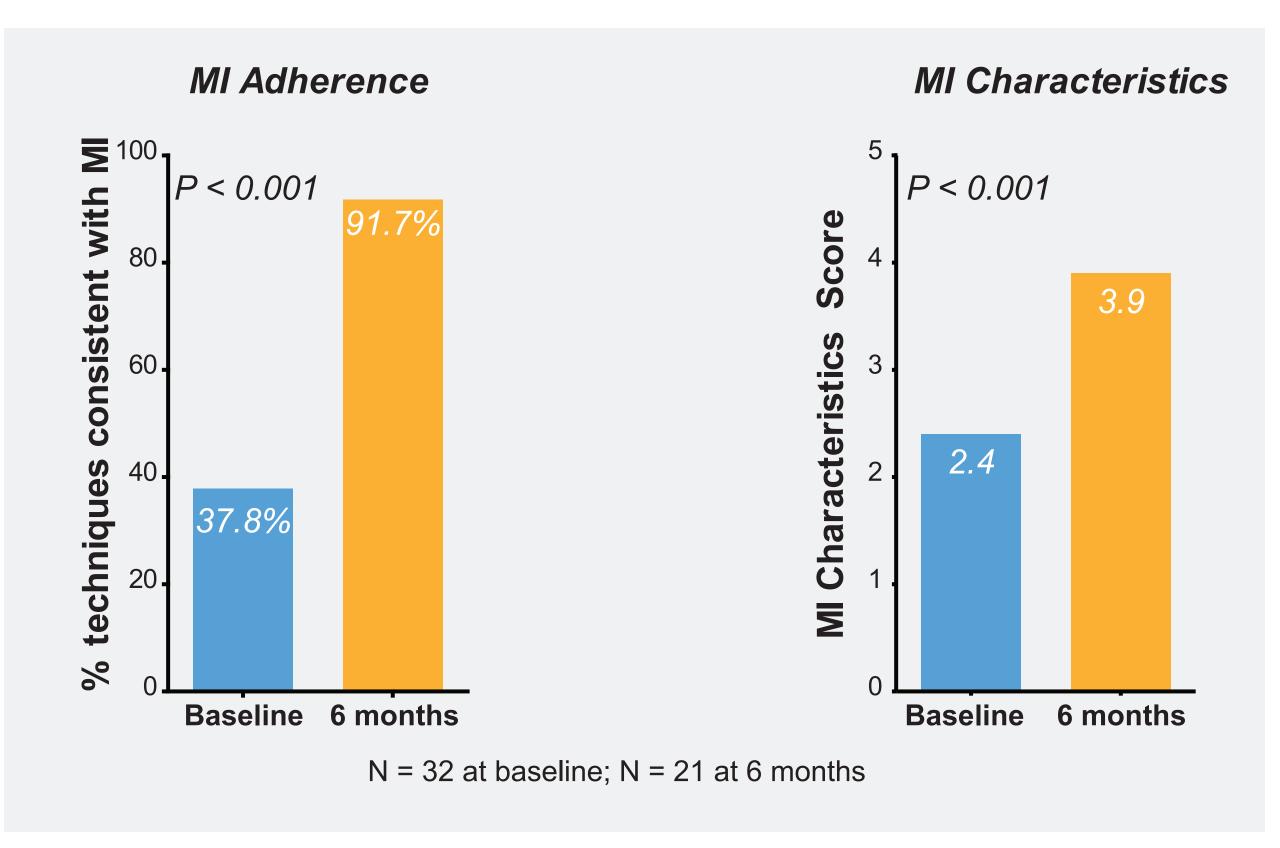
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April	May June July August September	
<section-header></section-header>	 Follow-Up Training Monthly recorded patient sessions to assess use and effectiveness of MI skills (baseline recorded session prior to training for comparison) Individualized skill-building sessions Interactive webinars 	Positive (Die lower p
	 Dietitian MI technique assessment (adherence to MI techniques and scoring MI characteristics) Patient diet adherence (serum phosphorus levels) 	

Results

- The EPIC program was launched in April 2014 as a 6-month proof-of-concept pilot:
- Comparision 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 1. EPIC Pilot: Dietitian MI Competency



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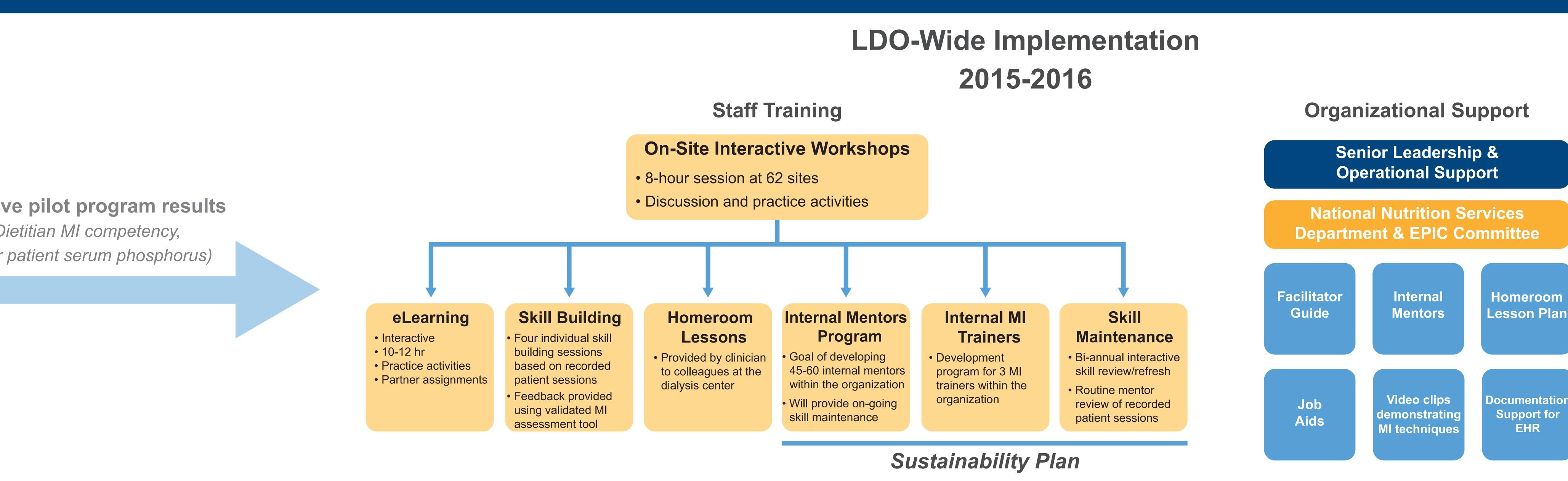


Figure 2. EPIC Pilot: Patient Serum Phosphorus

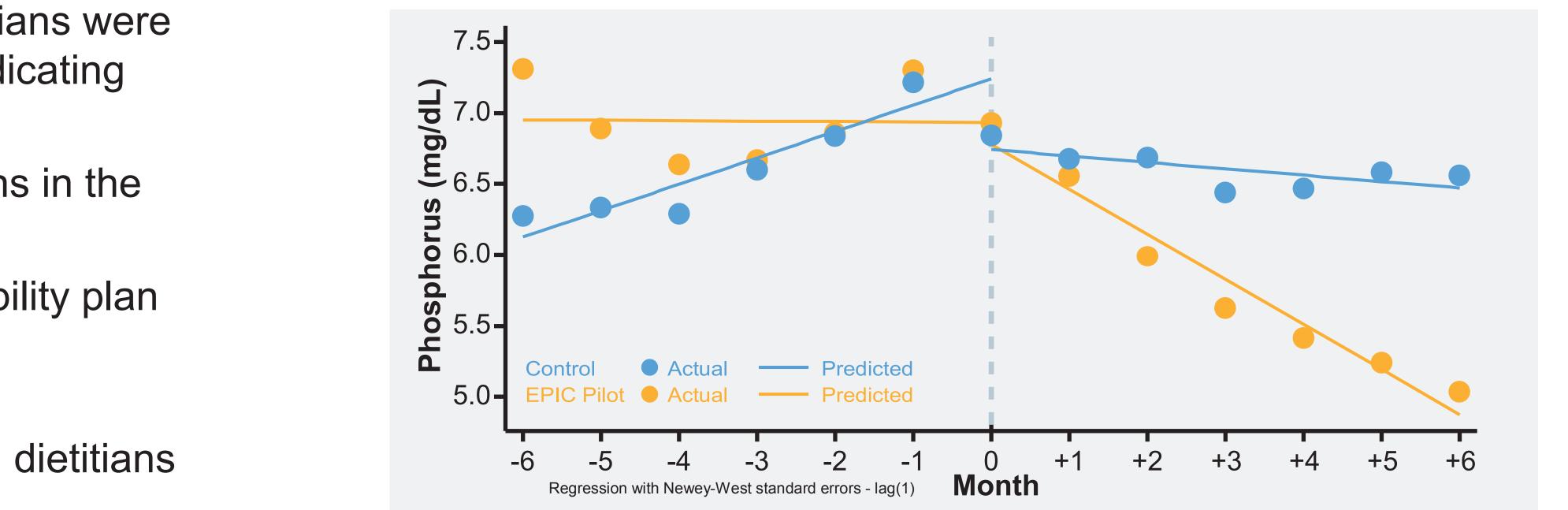
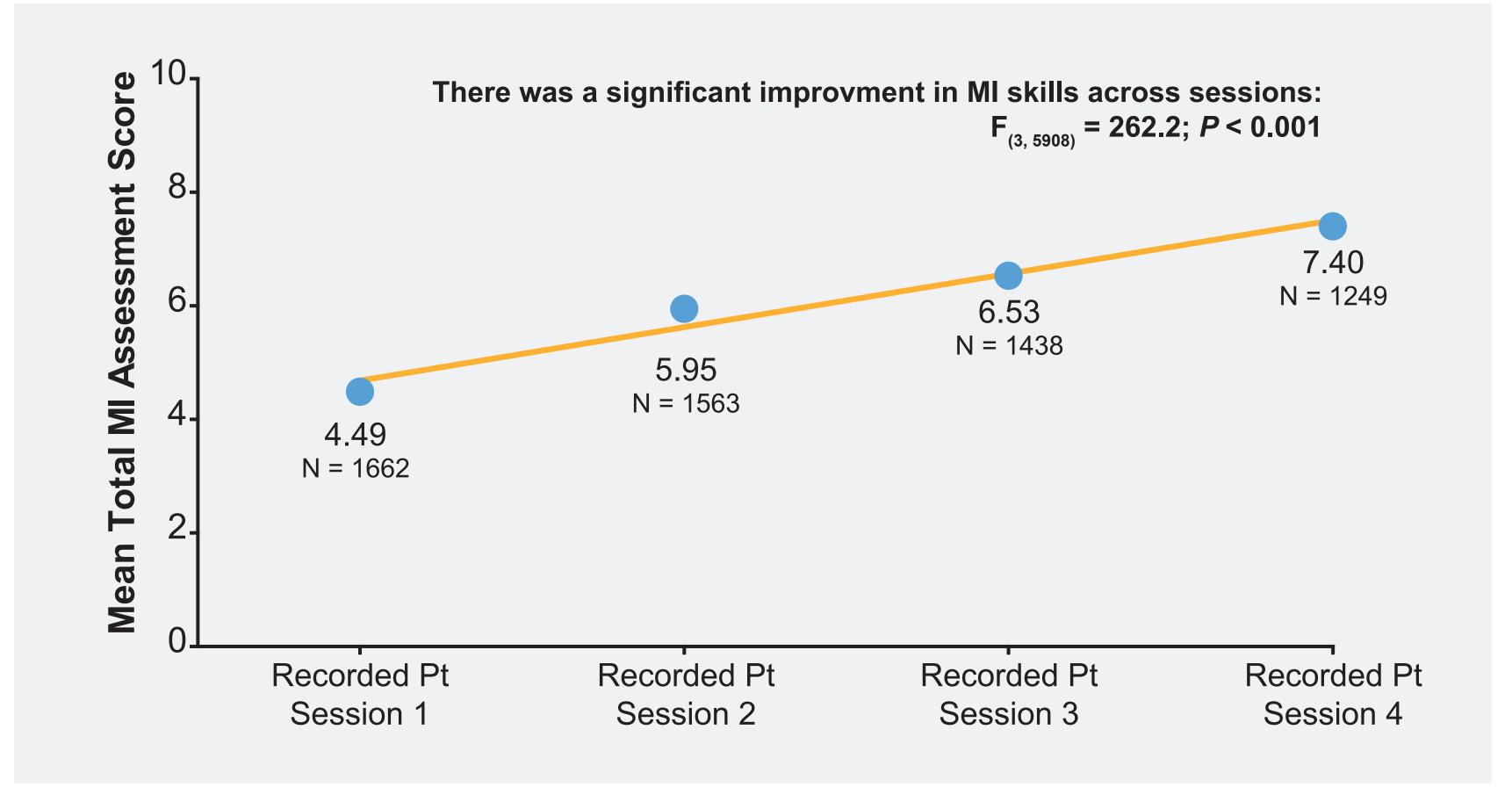


Figure 3. LDO-Wide Rollout: Dietitian MI Competency



Conclusions

- Pilot program results indicate that adaptation of MI training for dietitians resulted in:
- Measureable improvement in dietitian competence 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.

References

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Acknowledgments

We extend our sincere appreciation to the more than 1,800 dietitians in DaVita for their commitment to the EPIC program and process. We thank DaVita Clinical Research[®] (DCR[®]), and specifically acknowledge Adam G. Walker, PhD, of DCR for editorial contributions in preparing this poster.

This study was funded by DaVita Inc.

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Poster available at www.davitaclinicalresearch.com

American Society of Nephrology Kidney Week, November 15-20, 2016; Chicago, IL