Background
Motivational interviewing (MI) has been shown to be more effective in the healthcare setting than traditional patient education.

Engaging Patients in Their Care (EPIC), a program incorporated in a large dialysis organization (LDO), provides in-depth and ongoing training in MI skills to dietitians. Program elements include:

- Faceted training with individualized skill-building sessions and follow-up activities
- Changes in policies and procedures to support the new approach
- Development of internal peer mentors and trainers to facilitate anchoring of new skills and cultural acceptance

Here we show the results of a 6-month proof-of-concept pilot and the organization-wide implementation of the EPIC program.

Objective
The goal of the program is to build measurable proficiency in MI skills among LDO dietitians to foster improved patient engagement in care management, as demonstrated by adherence to diet and medication therapy.

Design and Methods
EPIC Pilot Program 2014

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).

- The vast majority of dietitians surveyed about their experience indicated that MI training positively affected their work flow, efficiency, patient interactions, and job fulfillment (Figure 1).

- Patients of MI-trained dietitians indicated that they had an improved ability to appropriately select foods and use their phosphate binder medications (Figure 2).

- Significant reductions in serum phosphorus were observed among patients of dietitians in the EPIC pilot program (Figure 3).

- Based on the positive results of the pilot, a strategy was designed for the LDO-wide release of the EPIC program.

- Ongoing evaluation indicates successful development of MI skills among participating dietitians (Figure 4).

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
  - Improved dietitian and patient experience
  - 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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