

PA PQC

Pennsylvania Perinatal Quality Collaborative

PA PQC Virtual Session
July 25, 2024

Continuing Education Information

In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and The Jewish Healthcare Foundation. The University of Pittsburgh is jointly accredited by the **Accreditation Council for Continuing Medical Education (ACCME)** and the **American Nurses Credentialing Center (ANCC)**, to provide continuing education for the healthcare team. **1.0 hours are approved for this course.**

As a Jointly Accredited Organization, University of Pittsburgh is approved to offer social work continuing education by the **Association of Social Work Boards' (ASWB)** Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. University of Pittsburgh maintains responsibility for this course. Social workers completing this course receive **1.0 continuing education credits.**

Disclosures

No members of the planning committee, speakers, presenters, authors, content reviewers and/or anyone else in a position to control the content of this education activity **have relevant financial relationships** with any entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients to disclose.

Disclaimer

The information presented at this Center for Continuing Education in Health Sciences program **represents the views and opinions of the individual presenters**, and does not constitute the opinion or endorsement of, or promotion by, the UPMC Center for Continuing Education in the Health Sciences, UPMC / University of Pittsburgh Medical Center or Affiliates and University of Pittsburgh School of Medicine. Reasonable efforts have been taken intending for educational subject matter to be presented in a balanced, unbiased fashion and in compliance with regulatory requirements. However, each program attendee must always use his/her own personal and professional judgment when considering further application of this information, particularly as it may relate to patient diagnostic or treatment decisions including, without limitation, FDA-approved uses and any off-label uses.

Milestone #1: Learning Session Attendance

- For quarterly awards and designations program purposes, attendance at learning sessions is counted at the *hospital level*.
- The PA PQC internal team counts attendance from the zoom meeting report, so please be sure that your zoom name is correct so we can get an accurate list.
- If there are *multiple people in the room with you*, please use the chat box to list participants, so we can be sure to give you credit for attendance.
- If this is your first time attending a PA PQC learning session, please share your name, title, and organization in the chat so we can get to know you!

Agenda

1. **Welcome** – Sara Nelis, RN, PA PQC Project Manager, Jewish Healthcare Foundation
2. **Motivational Interviewing** – Kelly Burda, Motivational Interviewing Trainer, K.Burda Training and Consulting, LLC
3. **Q&A** – Facilitated by Kelly Burda
4. **Wrap-up and Next Steps** – Sara Nelis, RN



Motivational Interviewing

Introduction



Learning Objectives

Understand and *feel*
the 'Spirit' of
Motivational
Interviewing

Learn and Practice
the Person-Centered
Skills of Motivational
Interviewing: OARS



So, what exactly is Motivational Interviewing (MI)?

*Motivational interviewing is a particular way of talking with people about **change and growth** to strengthen their own motivation and commitment.*

(4th Edition)

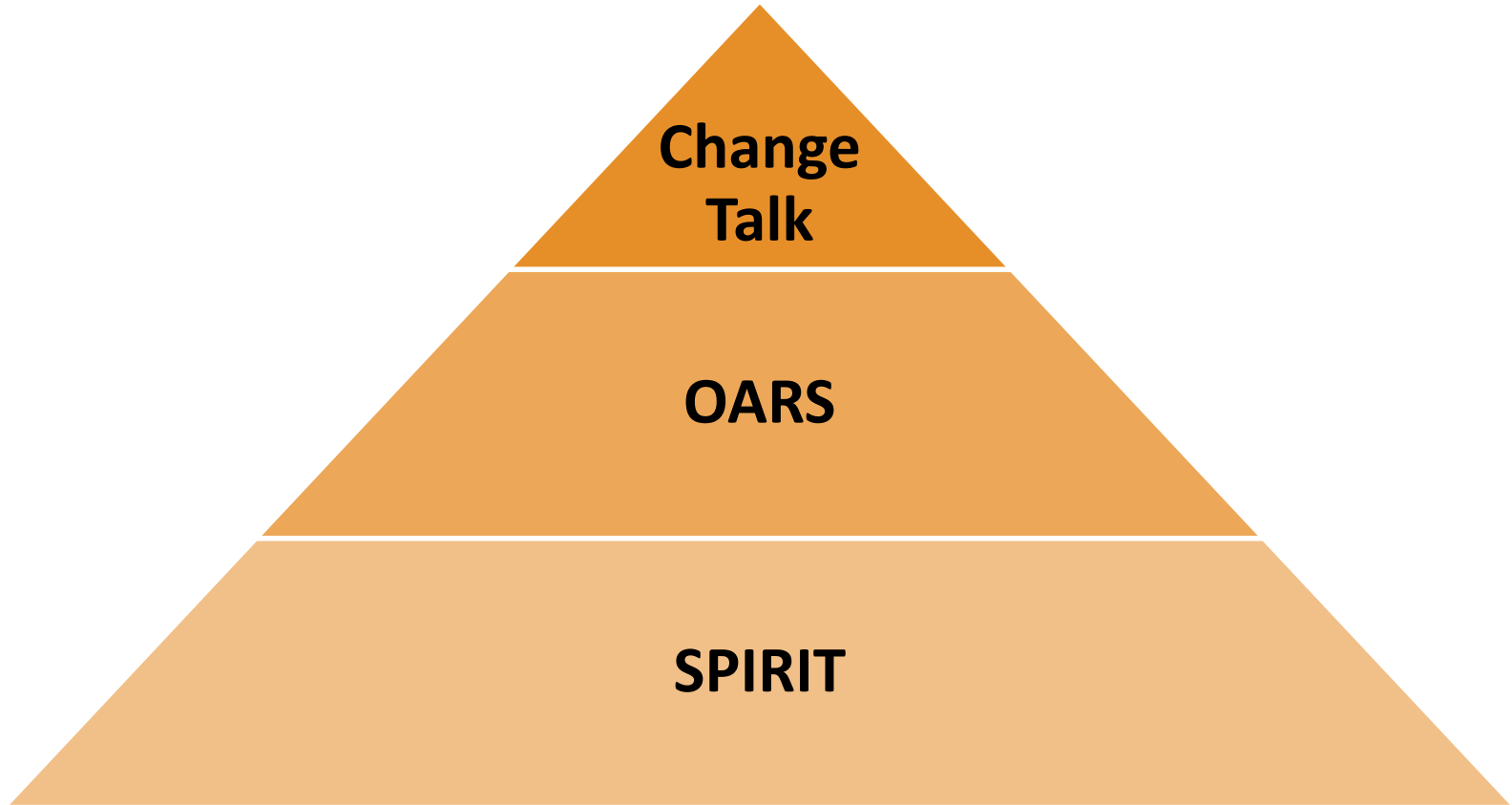
FOURTH EDITION

MOTIVATIONAL INTERVIEWING

Helping People Change
and Grow



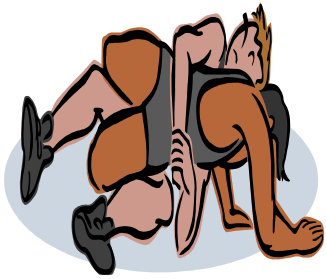
The 3 Elements of MI



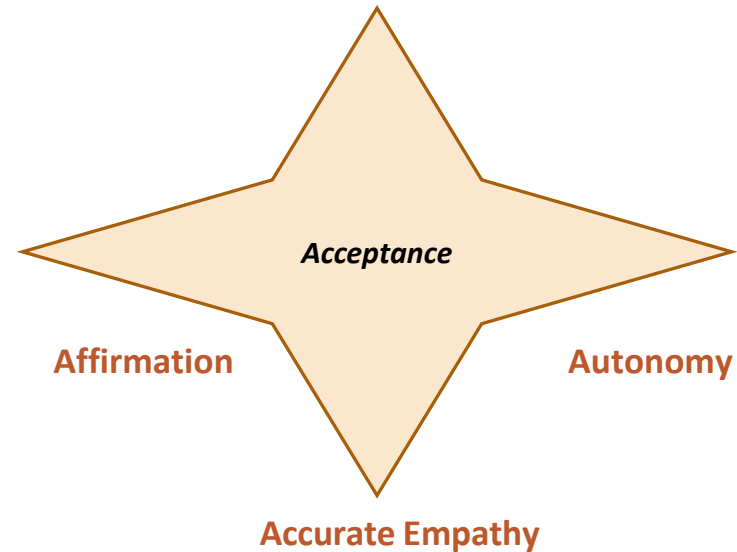


THE ATTITUDE THAT WE BRING INTO OUR WORK

Partnership



Absolute Worth



Compassion & Empathy:

To be compassionate is to promote the other's welfare and give priority to his or her needs.
Empathy- Being present. Feeling 'with' people.
Connection vs. the words.



Empowerment

- ❖ The person has the answers
- ❖ Our job is focusing our efforts on eliciting and expanding the person's motivation for change



O: Open Ended Questions

A: Affirmations

R: Reflections

S: Summaries

- It encourages the person to talk more.
- It *can* lower resistance.
- With an open, trusting atmosphere, you can begin to guide what they talk about

Core Interviewing Skills: OARS



O= Open-ended Questions

Avoid too many *closed*-ended questions that will lead to a “yes/no” answer (are you, could you, would you, can you, will you, do you, etc...).

Use *Open*-ended question starters...

What Why How When Describe Share

Explain Elaborate Tell me Discuss

Always useful in order to keep the person talking with you ... so you can gather more information.

(Practice Statements)

OARS A = Affirmation

- Shining a light on something positive within the person



- Notice and appropriately affirm the person's strengths and efforts

You "+" Their Strength

- Genuineness is critical

Examples:

"Your determination to learn MI speaks to your commitment to your clients"

"You're showing great courage practicing during this training today"

OARS



R= Reflective Listening

Listening respectfully and actively trying to understand what the client is trying to say.

Reflect back what you think you heard. (Reflections are *Statements*)

4 main goals of reflective listening include:

- **Communicates that we heard them**
- **Helps to guide (steer) the conversation**
- **The person feels *seen, heard, and understood***
- **Naturally Empathetic**

Reflective Statement Examples

It's not the words...it's the meaning

Simple Reflection- Restate what the client said without adding anything additional.

- **Client:** She is driving me crazy trying to get me to quit.
- **Clinician:** She's driving you crazy, all she wants you to do is quit.

- **Client:** I don't have anything to say.
- **Clinician:** There's nothing else you want to talk about.



Reflective Statement Examples

**** Let the person respond to your reflection****

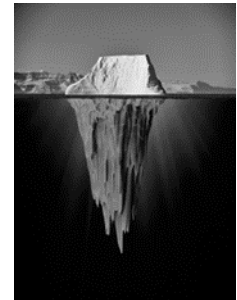
Complex Reflection- Add something to what the client just said (emotion, meaning, direction)

Client: *Why doesn't anyone listen to me?*

Clinician: You are feeling unheard
You feel like no one cares
You just want your voice to be heard
You feel minimized
You feel dismissed

Client: *I can't do this without you.*

Clinician: You need support.
You need help to get started.
You're not feeling confident doing this alone.



OARS



S= Summarizing

One Giant Reflection!

Periodic summaries reinforce what has been said, show that you have been listening carefully, and prepares the person to elaborate further.

Can be used to transition from one topic to another.



*Let's Practice
and
Thank You!!*

Kelly Burda

K.Burda Training and Consulting, LLC

Email: info@kellyburda.com

Website: www.kellyburda.com

Phone: (412) 980-8801

Wrap-Up

SARA NELIS, RN

Upcoming Learning Sessions

AUGUST 22

Top 10 Pearls for the Recognition, Evaluation, and Management of Maternal Sepsis

11:00 a.m. – 12:00 p.m.

Zoom

SEPTEMBER 19

IPLARC Sustainment Check-In

11:00 a.m. – 12:00 p.m.

Zoom

SEPTEMBER 16

Neonatal Initiative Peer-to-Peer Networking

11:00 a.m. – 12:00 p.m.

Zoom

SEPTEMBER 23

Maternal Initiative Peer-to-Peer Networking

11:00 a.m. – 12:00 p.m.

Zoom



Focus Areas for April 2024-March 2025

Maternal Opioid Use Disorder, Neonatal Abstinence Syndrome, Maternal Sepsis, Safe Sleep. Each focus area includes strategies and goals to reduce racial/ethnic disparities.

Learn about the
Initiatives

Access Session
Materials

<https://www.papqc.org/>

PA PQC QI Coaches



Kristen Brenneman,
MSN, RN
Quality Improvement
Facilitator, Jewish
Healthcare
Foundation



Lisa Boyd, BA
Program Associate,
Jewish Healthcare
Foundation



Jennifer Condel,
SCT(ASCP)MT
Manager, Lean
Healthcare Strategy and
Implementation, Jewish
Healthcare Foundation



Karena Moran, PhD
Improvement
Optimization Advisor,
Geisinger Health &
NEPaPQC



Maureen Saxon-Gioia,
MSHSA, BSN, RN
Nurse Project Manager,
Jewish Healthcare
Foundation

Credentialing Guidelines:

PLEASE complete the electronic evaluations by Thursday, August 1st:

<https://www.surveymonkey.com/r/7BM5HJ9>

Please indicate on the evaluation which CEUs you are requesting:
CME, CNE or Social Worker credits.

- The UPMC Center for Continuing Education will follow up with you, via email, after Thursday, August 1st to notify you about how you can claim your credits.
- To prepare, we recommend you create an account with UPMC CCE via this website <https://cce.upmc.com>.



Thank You!



www.papqc.org

papqc@whamglobal.org