



# Motivational Interview Simulation in Distance Education: The Magnificent Mile to Patient-Centered Care

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## SIGNIFICANCE

QSEN Graduate KSA

### KNOWLEDGE

Analyze patient preferences  
Analyze communication

### SKILLS

Elicit patient preferences, values, and needs as part of client interview to plan care

### ATTITUDES

Value health care experience through patient's eyes  
Value patient as expert in their health  
Seek to understand patient experience

Patient-centered Care

## MOTIVATIONAL INTERVIEWING

An evidence-based patient-centered communication technique that increases a person's commitment to change to healthier lifestyle behaviors

### Guiding Principles

- Resist the "righting reflex"
- Understand your patient's motivation
- Listen to your patient
- Empower your patient

Open-ended questions

Affirmations

Reflective listening

Summary



## TELEHEALTH SIMULATION

Situated Cognition with Peer Coaching

### Pre simulation

- MI reading material
- MI YouTube videos
- NLN ACE patient monologues

### Simulated Learning Experience

- Zoom videoconferencing
- Standardized patient (SP) NLN ACE Senior and ACE Veteran

- Practice MI technique

- Tag team strategy

### Post simulation

- Self-evaluation
- Peer feedback
- Faculty feedback
- SP feedback

## EVALUATION

Anecdotal student feedback

- Learned a new communication technique
- Learned more information about simulated patient for health promotion project
- Appreciated engagement with other students

Anecdotal faculty feedback

- Assisted in immersing students in health promotion project
- Consistently referred to using MI in health promotion project

## FUTURE IMPLICATIONS

- IPE simulations focused on communication to improve quality and safety
- Health assessment simulations
- Research



## References

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Quality and Safety Education for Nurses (2012). Graduate level QSEN competencies: Knowledge, skills, and attitudes. Retrieved from <http://www.aacn.nche.edu/faculty/qsen/competencies.pdf>

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**AACN Essential V & XIII:** use of technology to deliver patient care; health promotion, disease prevention and behavior modification strategies

**IOM:** nursing education shift from acute care to community care

**ACA:** Emphasis on primary/prevention health care

