

Remediation Scripts

Remember: People are doing the best they can at this moment in time

Motivational Interviewing consists of 4 stages:

1. Expressing Empathy and Establishing Rapport
2. Developing the Discrepancy
3. Rolling with Resistance
4. Supporting Self-Efficacy

Stage 1: Expressing Empathy and Establishing Rapport – Confirm what you're hearing; empathize, show respect; build trust; validate. Relation---building is central and needs attention throughout the interview.

- **Start the session off with a positive tone.**
 - *I can only imagine how hard it was for you to make this appointment with me today and I want to thank you for coming so promptly. I believe in you and your ability to work hard to improve.*
- **Use open ended questions.**
 - *Help me understand what happened*
 - *Tell me about changes you have made so far*
 - *Tell me how you are feeling about what we talked about*
 - *How are the other residents/faculty responding to you?*
 - *What thoughts do you have about how to solve this problem?*
- **Use affirmations, whenever possible**
 - *You've discussed with your upper level that you want to work on and get feedback on your prioritization skills. This is great first step.*
 - *You've really changed the way you _____ . How do you feel about that?*
- **Ask permission/checking in.**
 - *I know some methods that have worked for other residents, do you mind if I share them with you.*
 - *I can only imagine how difficult that situation must have felt for you. Would it be OK if we moved on to talk about...*
 - *We know that the service is challenging, but it seems lately like you are really feeling overwhelmed. I want to see whether there is anything going on, if you are alright. Would it be OK if we talk about this.*
 - *It seems like something is getting in the way of you doing your best.*
- **Normalizing.**
 - *It is really tough to have a patient complain about how you communicate with them. I have actually had this same thing happen to me.*
 - *Most residents with a similar level of experience would have equally felt overwhelmed*
 - *It can be hard to keep up as an intern with such a busy service. I remember that from when I was an intern. Have you found it hard to keep up?*
- **Reflective listening.**
 - *It sounds like you are very frustrated that this is happening.*
 - *You are doing everything you know how to improve but it is not working.*
 - *I'm sorry to hear that. This must be really tough on you.*
 - *You are angry with _____ .*
 - *It upsets you that _____ .*

Stage 2: Developing the Discrepancy – the purpose of this stage is to highlight how the individual's current behaviors do not necessarily match goals that are important to them. The task is to reinforce the reasons why the trainee wants to make the change.

- *On a scale of 1 to 10, with 1 being the lowest and 10 being the highest, how important is it to you to not copy and paste previous notes. (If low, what would increase it? If not now, then when will it be the right time?) What would help move the number up, even a point or a half a point?*
- *What is it about your _____ that others may see as reasons for concern?*

- If you were to _____ (i.e. study for an hour 3 times a week), what would life be like?
- Tell me about how things were different on your other rotations.
- If you decide _____ (i.e. not to speak up when you are about to exceed duty hours), what is the worst thing that can happen? If you do, what is the best thing that can happen?
- What concerns do you have about making changes?
- What things make you think that this is a problem?
- Being a neonatologist is very important to you; tell me about how your goals on improving your communication with the nursing staff fit into your goal to be a neonatologist.
- Your communication style was not a problem when you went to medical school in the _____ (east, west, Midwest, south, north, etc.), but you have had nurses complain about it here. You are taking a job back in the same area as your medical school and you don't feel there will be a problem. Do all the nurses that work at the institution come from the same area of the country?
- If you were doing this for yourself, rather than for me, what would be some reasons?
- Tell me about some other time you have been successful at making a change that was difficult.
- If you decided to change, what do you think would work for you?
- How will you know you are making progress?
- What are some of your strengths that would help you make changes?

Stage 3: Rolling with Resistance

- You're frustrated that everyone seems to be singling you out.
- Let's not talk about being called unprofessional. How about we focus on the time clinic starts.
- I have some information that may be helpful. Do you mind if I share it with you?
- **Listen and reflect, followed by a reframe. Agreeing with a twist is a different way of viewing the concern that is more positive.**
 - Your upper level/attending gives you less work than the other intern and you don't feel she trusts you. Could it be the upper level believes you are doing a great job and doesn't want to overload you with more work?
- It sounds like now is not a good time for you. What options do you propose?
- It is your decision. If you do want to use the counseling services, they are available. It's up to you.
- It sounds like you are still struggling with these changes. What seems to be getting in the way?
- It's okay if you don't think any of these ideas will work for you, perhaps you've been thinking about something that might work instead?
- You are right. I am concerned about your _____, but you are the one in control.
- I don't understand everything you are going through, but if you want to share what you've tried, maybe together we can find something that could work for you.

Stage 4: Supporting Self-Efficacy - self-efficacy is the trainees belief that change is possible. Enhancing self-efficacy may be all that is needed to successfully make a change.

- You are a great with your patients and I believe you can make the changes outlined
- You have been successful at passing standardized exams in the past and I believe with hard work you will pass this one as well.
- What barriers do you anticipate and how might you overcome them.
- I'm glad to see that even though last week you felt like you encountered some setbacks, you have developed a good plan of action for this week.
- I know that it seems like such an uphill battle to _____, but now that we've discussed some options that have worked for other participants, which ones sound like the best fit for you?
- "It sounds like you want to continue to _____. What personal strengths do you have that will help you succeed?"
- Who could offer helpful support so you can continue to _____?