



## Using Motivational Interviewing To Engage Transitional-Age Youth In Insurance Discussions

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*Pediatrics*

**I'm newly MINTed!**



<https://motivationalinterviewing.org/>

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## Objectives

To utilize MI skills in conversations with young adults about insurance.

To develop or broaden an affirmation style.

## If you've been with me before, you have growing MI experience in

- The Processes of MI (engage, focus, evoke, plan)
- How to use Change Talk (DARN CAT)
- How MI looks compared to traditional health care
- MI Verbal Skills (OARS)
- Different types of reflections used to evoke change talk

## If you've been with me before, you have observed several clinical scenarios of MI in use

- Lupus
- Renal transplant adherence
- Diabetes
- Depression / eating disorder

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## What do we know about this insurance process from AYA and Caregivers?

- Confusing
- Complicated
- Significant barriers

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## General discussions on insurance

### What we expect young adults to learn to navigate:

- Know the name of their insurance, mental health carve out
- Carry their card / keep up with the paper or electronic version
- What they need to do to keep / re-apply for insurance
- Know when, how, for what reasons to contact their insurance
- Read and understand their benefits/coverage, summary of benefits
- Advocate for themselves when they know they need what insurance is denying.
- Keep up with how much of their deductible they have spent to appropriately budget for healthcare until deductible is met.

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## Rationale for Motivational Interviewing (or equivalent counseling approaches)

A significant amount of healthcare treatment and improvement is behavioral change (that happens outside of the provider office).

Behavior change is hard.

Providers often want adolescent patients to do things that aren't inherently fun and want families to engage in changes that are naturally disruptive to the status quo.

Even when the status quo isn't working or when we have exhausted our educational information, change may still not happen without fostering the motivation unique to each patient and family.

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# Motivational Interviewing

## PRACTITIONER

“...is a person-centered counseling style for addressing the common problem of ambivalence about change.

Miller and Rollnick, 2013

## The “Spirit of MI” is...

- Partnership** (not provider-directed)
- Acceptance** (not authoritative/confrontational)
  - Absolute worth/unconditional positive regard
  - Accurate empathy
  - Autonomy support
  - Affirmation
- Compassion** (not without other’s best interests)
- Evocation** (not educational)

# DEMO: Using MI for Goal Setting and AYA-centered goals

Highlighted in this brief demo will be:

- Affirmation
- Addressing low knowledge / new learner who is contemplative/preparatory motivation
- Evoking (perceived benefits; elicit-provide-elicite)
- Start of a goal / taking steps

## Affirmations

Values

Abilities

Strengths

Efforts



Artwork found: <https://www.originsvg.com/product/words-of-affirmation-you-are-positive-motivation-words-sunshine>

“Affirmations are like salt. A little makes things taste good; too much is hard to swallow.”

- Steve Rollnick

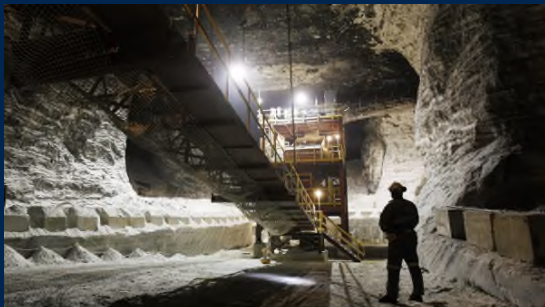
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**Your clinical experience  
may give you lots of  
affirmation ideas,**

Much like the largest salt mine reportedly located in Ontario below Lake Huron.



Picture from <https://www.theglobeandmail.com/globe-investor/sifto-lays-off-80-at-ontario-salt-mine/article1207971/>

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**but consider doling them  
out with intention,  
genuineness, and  
personalization.**

Much like this teeny tiny, personal salt shaker,  
location unknown.



Picture from <https://www.eatingwell.com/article/7959482/low-sodium-diet-quality-of-life-study/>



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## What affirmations did you already see in the past demo?

“These are thoughtfully specific questions”

“The honesty in your conversation is a real asset. You’re not just looking to keep glossing over what you don’t know well.”

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## DEMO: An insurance challenge

Highlighted in this brief demo:

- Affirmations
- Honoring the experience (reflecting, even the sustain talk)
- Considering change talk possibilities

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## Common barriers to affirmations

Harder when first meeting someone

Cultural differences in affirmations

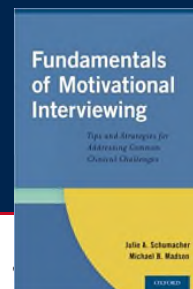
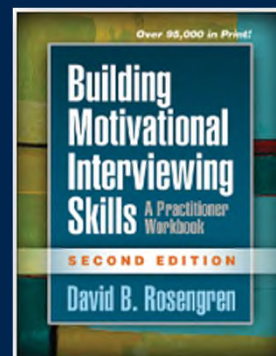
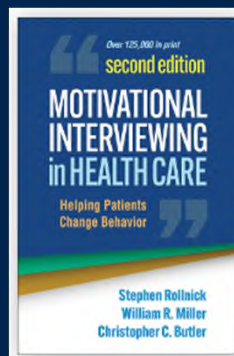
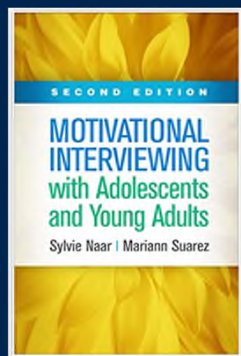
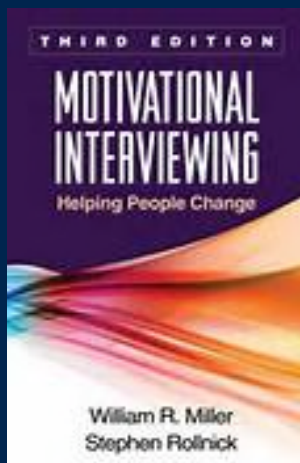
Inserting ourselves into the mix

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## Resources



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## Contact information



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