



**WHO Collaborating Centre**  
for Evidence-Based Health Promotion in Hospitals  
**Bispebjerg University Hospital**



# Motivational engagement

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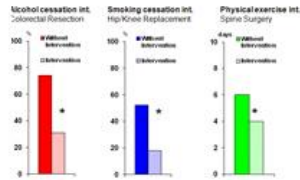
**World Health Organization**



**Bispebjerg University Hospital**

# WHO Collaborating Centre

## Research



## Education



## HPH



## SCDB





# Overview

- How to build up the dialogue
- The tools
  - Lines
  - Box
  - Circle
  - A pedagogic trick
- Experience from practice & an exercise



# Changing habits

- We are all familiar with patients not doing what has been recommended
  - Taking vital medication
  - Loosing weight if severely obese
  - Using hearing devices

**However, knowing is not automatically followed by doing**



# Stage of change

- We seem to follow the same pattern, when changing habits
- Therefore we can often use the same simple tools to support the changing process
  - The lines
  - The box
  - The circle



# How to begin ?

- We often want the patients to do what we think is the best
  - We recommend
  - We persuade
  - We stress
- It is better to let the patient do the job him- or herself



# Building up the dialogue

## First

- Ask, listen, observe, feel, accept
- Recognise that there is a problem
  - but do not tell that patient that he or she has a problem
  - let the patient tell you



# Continue to building up

## Then

- Establish a burning platform
  - So the patient has to respond
- Focus on a few crucial elements





# Focus

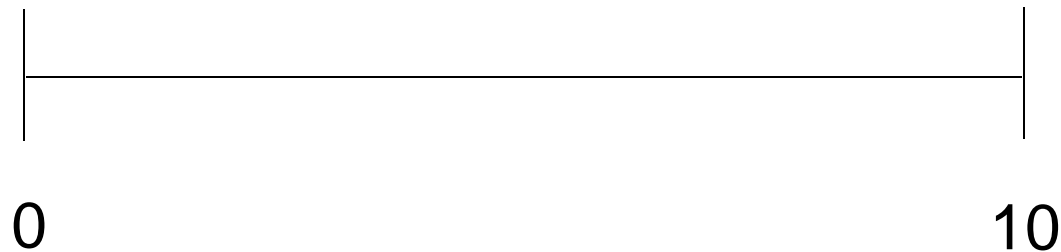
## Go to

- Identification of
  1. how important it is for your patient to change habits
  2. how much the patient believe in his or her ability to change



# The importance of changing now

1) ASK: How important it is for you  
to improve your hearing right now ?



The lines go from '0 = not at all' to '10 = very much'.



# The importance of changing now

2) ASK: How much could you use  
the hearing devices, if you tried ?



The lines go from '0 = not at all' to '10 = very much'.



# The core part of the dialogue

- ASK: What is the reason for giving yourself 6 and not 1 ?
- RESPONSE: The patient begins to phrasing the reasons
- ***You are always more open to become convinced by listening to your own arguments and voice***



# The core part of the dialogue

- ASK: What would it take to increase the importance from 5 to 9 ?
- ASK: What would it take to increase your belief in your ability to change habits from 3 to 8 ?
- ASK: What can I do to help you to go from 1 to 7



# Decisional Balance

1) Benefits of status quo	2) Costs of status quo
3) The potential costs of change	4) The potential benefits of change



# Good advices

- Listen
- Support the patient in doing the talking
  - Repeat the last word like a question
  - Offer clear information
  - Reflect (So, on one side you say that ...)
- Do not argue with the patient, let him or her convince you



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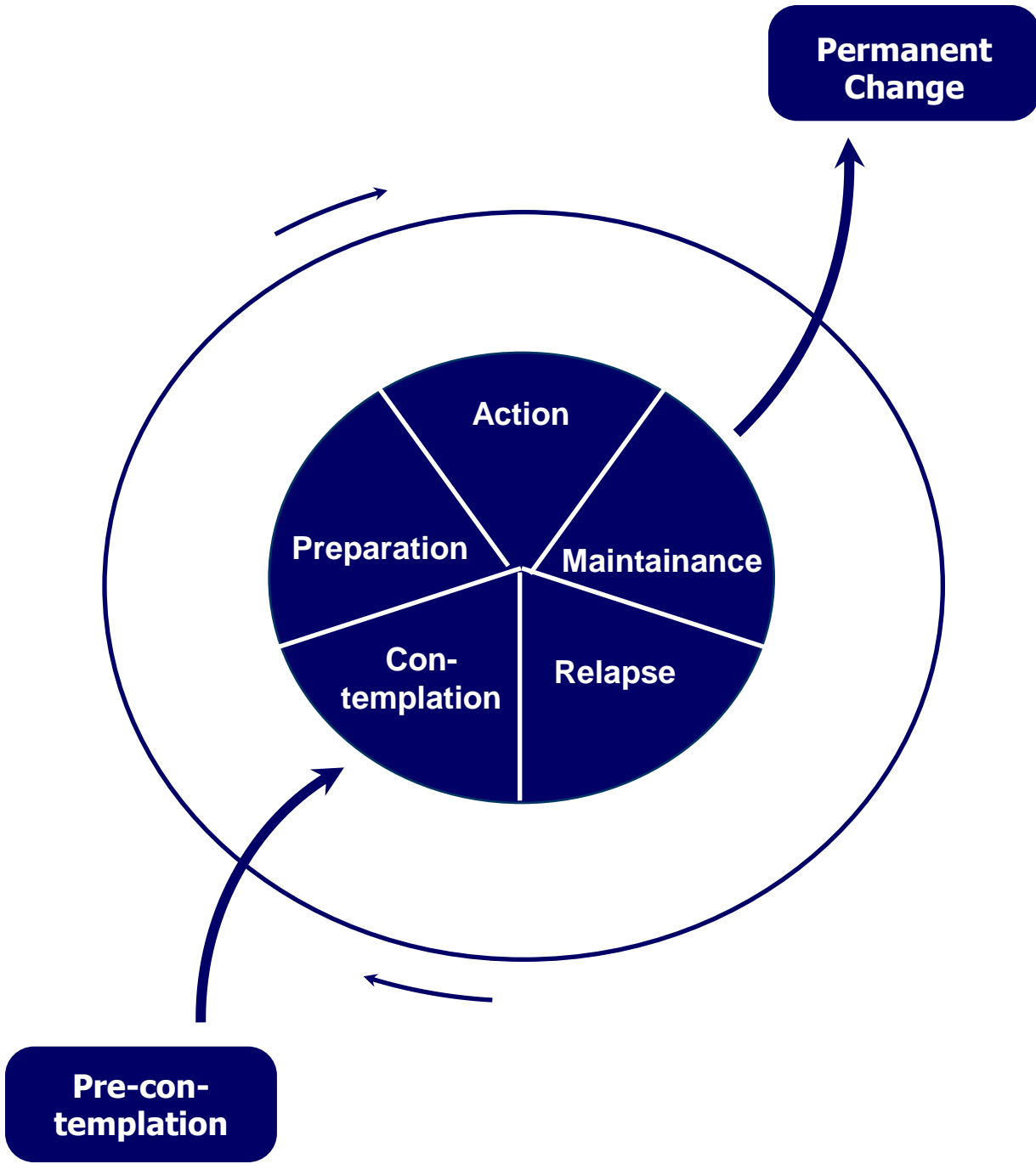
# The changing process

- Stages of changes or
- Wheel of fortune





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# Pre-contemplation

## He or she

- Recognises comments and information as misplaced or ill-timed involvements
- Excuses him- or herself
- Does not think that he or she will succeed in changing habits
- Becomes surprised when presented for problems



# Contemplation=Ambivalence

## He or She

- Feels comfortable in the present habits / is afraid of the consequences of continuing the present habits
- Rejects to change habits / wants to change



# Preparation

## He or she

- Is looking for information on consequences
- Would like to talk about changing habits
- Would not like to talk about it at the same time
- Looks for support
- Would like to do it him- or herself



# Action

## He or she

- Is happy and proud
- Talks about the change and looks for acknowledgement and appreciation
- Feels that it is not as difficult as expected
- Fears to give up the change and relapse



# Maintenance

## He or She

- Feels successful
- Is sad and seeks the conflicts
- Wants to take up the old habits – sometimes
- Forgets why he or she wanted to change habits



# Relapse

## He or she

- Feels like a failure
- Relaxes and enjoys the freedom
- Is angry and annoyed
- Feels like being a weak character
- Is motivated for new attempts regarding changing habits again ...



# Permanent change

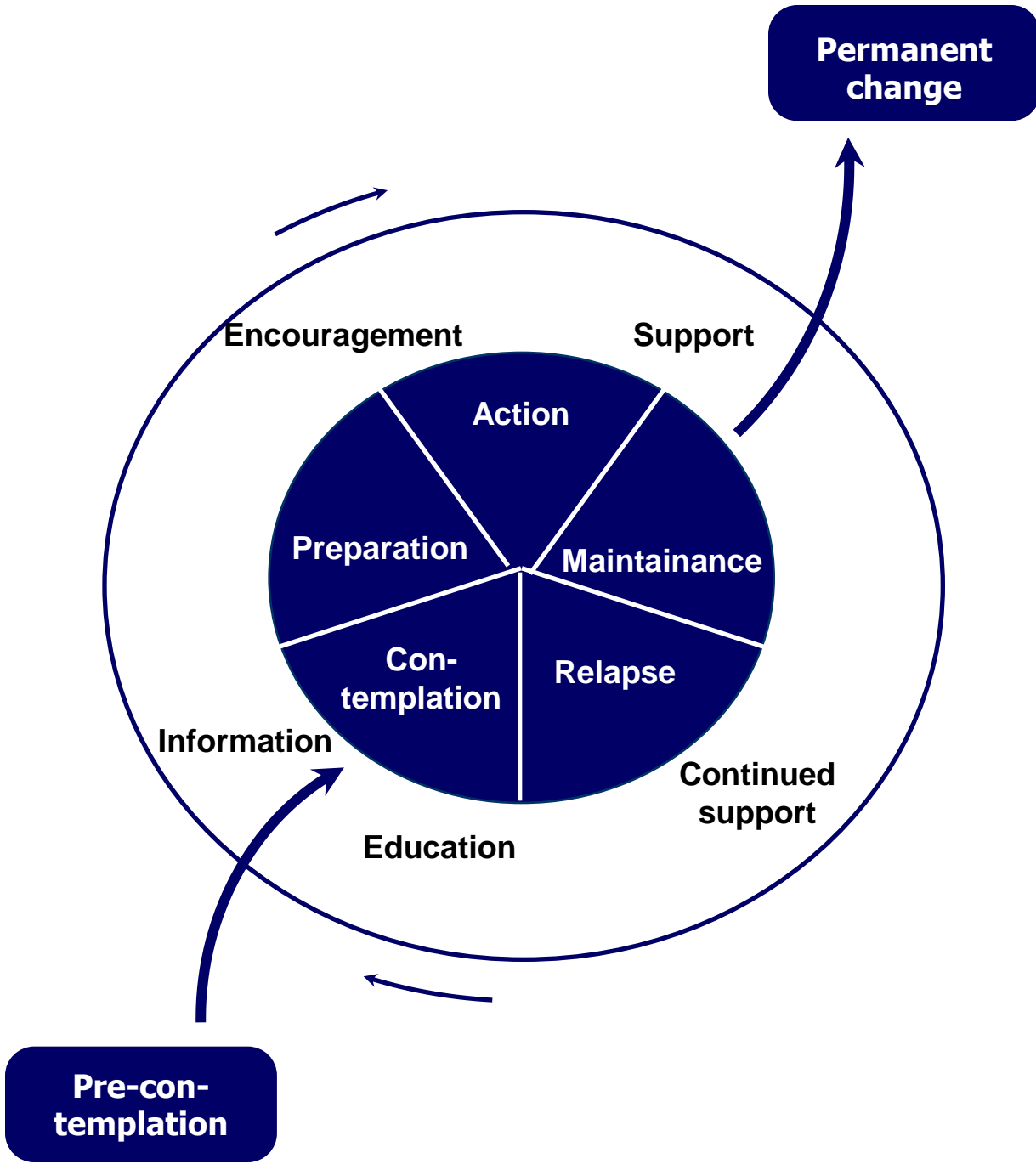
## He or she

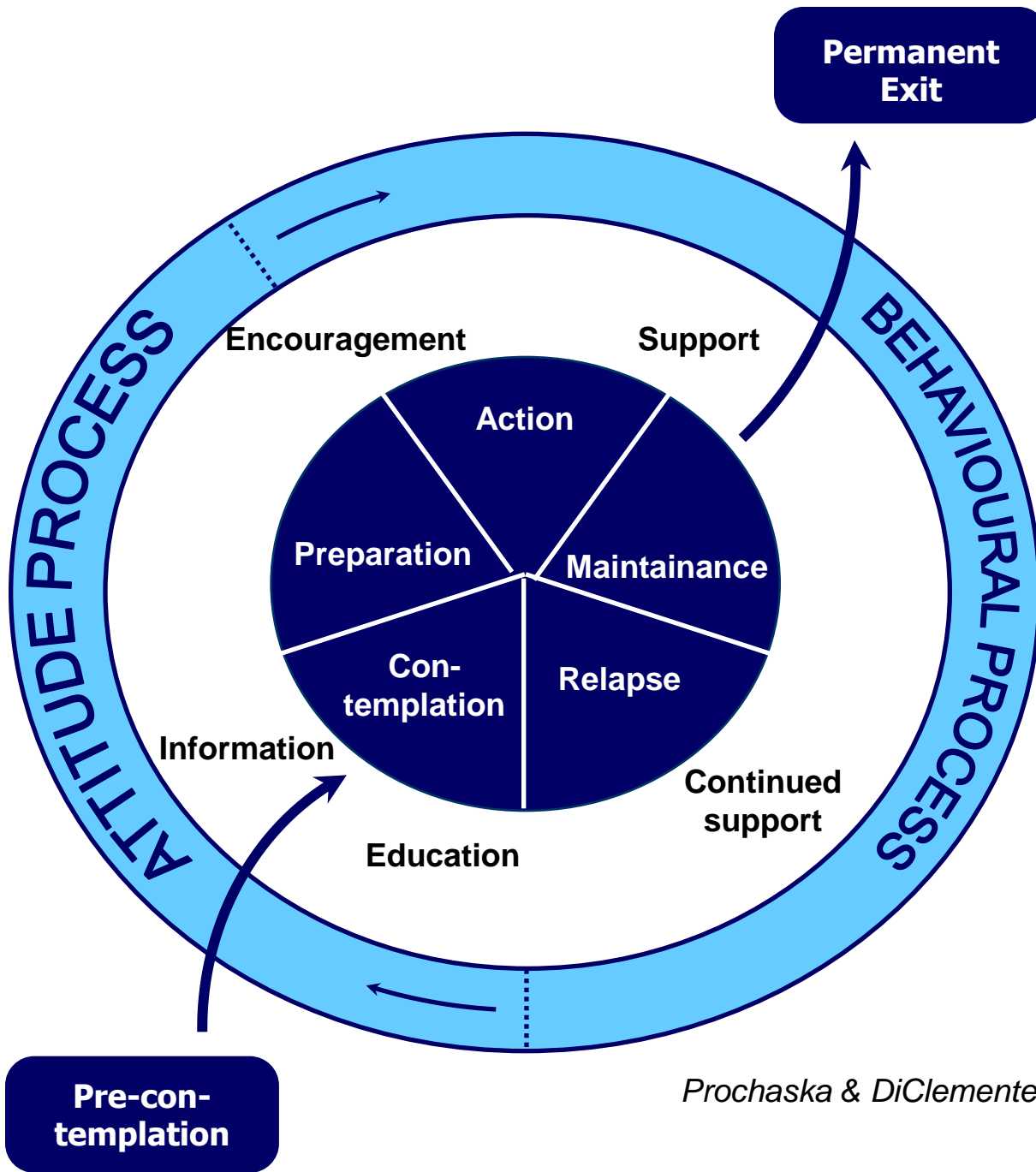
- Feels safe and comfortable with the new behaviour
- Is integrated with the new habits





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Prochaska & DiClemente 1991



# A pedagogic trick

- A logbook / diary to measure the use of the hearing devices
- ***You always try to improve your outcome, when measured***



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# Exercise

*Use a few minutes to discuss a daily situation with your client/patient.*

- A situation where you succeed – what made it a success?
  - A situation where you did not succeed – what went wrong?
- 

Where would the clients have put themselves on the scale questionnaire?

Where were they in the stages of change?

How do think their decisional balance work sheet would look?