



WISEWOMAN™

Well-integrated Screening and Evaluation  
for Women Across the Nation

# Education Corner

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## Motivational Interviewing

- Motivational Interviewing or MI is a counseling/conversation style that helps clients increase motivation and confidence to make behavior changes.
- This strategy is different than counseling where the instructor provides information and guidance while doing the majority of the talking.
- MI techniques provide for an open dialogue between the health educator and the client.
- The client is able to talk through her feelings, motivation and ability to change. It helps her to explore her own behaviors and find answers within herself.
- There are four key Motivational Interviewing Principles.
- These Principles are: Expressing Empathy, Supporting Self-Efficacy, Rolling with Resistance, and Developing Discrepancy.
- Examples of these and more information of Motivational Interviewing can be found on pages 11.21-11.22 of the Provider Manual.
- In the Provider Manual, on page 11.23 there is a copy of the Behavior Change Worksheet that maybe helpful when talking with client about behavior change.
- The Provider Manual provides the stages of change and the different interaction techniques for Motivational interviewing on pages 11.24-11.28.
- There are several new MI training documents that have recently been added to our website under Provider Training along with last year's recorded webinar.
- Be on the lookout for more training on this topic in future as we look to expand our knowledge on MI!!



## Question & Answer



**Q:** In addition to the New Leaf binder, can we use other resources for health coaching?

**A:** Yes! You may use other resources other than *A New Leaf*:

*Choices for Healthy Living* as long as the other resources are evidence based.

**Q:** How do I bill for more than three health coaching sessions if a client wishes to continue?

**A:** If the client has completed the three health coaching sessions and the fourth follow-up session, she

may continue with health coaching. To bill this, you would start over with billing the subsequent health coaching sessions starting on box one and proceed from there with any additional health coaching sessions she receives. These visits are reimbursable.

WISEWOMAN  
Program Updates:

- The diagnostic and medical follow-up forms have been corrected by our ITSD Department. You should be able to submit them without issues. If you continue to have problems with submitting the forms, please contact the central office staff.
- The issue with the forms “jumping” back to the top of the screen has been resolved.
- We will be performing site visits to all of our providers throughout this next year. You will be receiving an email when our team will be in your area.
- Happy New Year!!



## Rolling with Resistance



- Karen Sherbondy with the University of Missouri Extension facilitated January’s Education Call regarding the MI aspect of Rolling with Resistance. Thank you Karen!!
  - There was a handout provided that was emailed to each provider along with the agenda for the call.
  - Resistance can be defined as what happens when we expect or push for change when the client is not ready for that change.
  - Resistance arises as a normal, expected production of the interaction.
  - When resistance does occur, there are good reasons as to why the client is not ready to change in the way we are asking.
  - These reasons are not always clear to us or the client, however ignoring them will get us nowhere.
  - Signs of resistance include: client interrupting, client is distracted, or the client becomes defensive.
  - Responses that are inappropriate when you experience resistance are things such as persuasion and righting reflex.
  - Appropriate responses to clients who show resistance would be to express empathy, develop discrepancy, support self-efficacy and use change talk.
  - How can you roll with resistance?
- Resistance often stems from fear of change.
- Use Rolling with Resistance techniques when the client is defensive about change.
- When encountering resistance to change, don’t confront it directly.
- Reframe it and reflect it in a way that decreases resistance.
- Avoid arguing for change.
- Explore positive and negative consequences of change or continuing current behavior.
- Always remember to focus on the problem—NOT the client.
- Encountering resistance is a sign you should shift your approach.

## Provider Spotlight



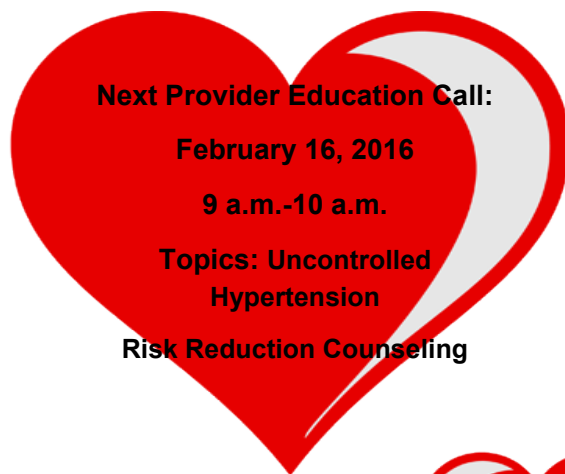
This month’s Provider Spotlight is.....

Northeast Missouri Health Council.

They have provided the program with some great success stories!! Great Work!!!



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**Next Provider Education Call:**  
**February 16, 2016**  
**9 a.m.-10 a.m.**  
**Topics: Uncontrolled Hypertension**  
**Risk Reduction Counseling**



Visit Us on the Web:  
<http://health.mo.gov/living/healthcondiseases/chronic/wisewoman/index.php>



**Agendas & conference call phone number will be emailed**



**Thank you for all you do!!**



## WISEWOMAN Program Reminders



- Please remember to bill any visits as soon as possible or at least **within 60 days** of the date of service. This is so we can keep up-to-date on provider reimbursement as well as to avoid claims being missed.
- If there are any supplies on the supply order form that you need for your clinic, please fill out that order form and fax it to the central office. All the supplies on the order form are free of cost to your site and we will ship free of cost to you!
- Client annual visits need to be at least 12 months from her visit the previous year. This way we avoid any discrepancy between WISEWOMAN guidelines and SMHW guidelines as we are unable to pay for a screening that is completed early.
- Please remember to have your client's WISEWOMAN visit correspond with her SMHW visit. We are only allotted a certain percentage of non-integrated visits from CDC, plus it is more convenient for the client.
- Please send us your success stories!!! We love hearing successes of the program in your facility!! If you have a success story to share, please email to Erin Kelly.
- ESBA continues to be an additional option for your clients as a Lifestyle Education option. It is offered by the University of Missouri Extension. If your client is interested in the ESBA program, please enter the referral in MOHSAIC as well as fill out and send us the fax referral form. We must have this form to get the referral to the Extension staff who will then contact your client.
- Women seen for their WISEWOMAN screening who present with uncontrolled hypertension **MUST** have a follow-up. This can be a diagnostic visit, a BP medical follow-up or a health coaching session if the client was referred to another provider for the diagnostic visit.
- If you are a St. Louis provider, you are able to refer your clients to the Diabetes Prevention Program. Please remember the new referral process for this program. If you have any questions, please contact the central office staff.
- Referrals to the Missouri Tobacco Quitline can either be done by having the client call the Quitline or faxing in the Quitline referral form to 573-522-2898. If the referral form is used, the Quitline will contact the client.