

National Share the Experience 2018  
Improving Person-Centered Outcomes Through Collaboration  
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## Engaging People into Advance Care Planning with Motivational Interviewing

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Vital Decisions

### Considering Change

- Think of a decision you've been trying to make or a change you've been considering...
  - Not sure about the "right" choice, the desirability of taking action, or the need for change  
and/or
  - Not sure it's possible for you to carry out the decision or succeed at taking the desired action

## Ambivalence

- The normal state of a person facing an important life decision, potential action, or situation to be coped with

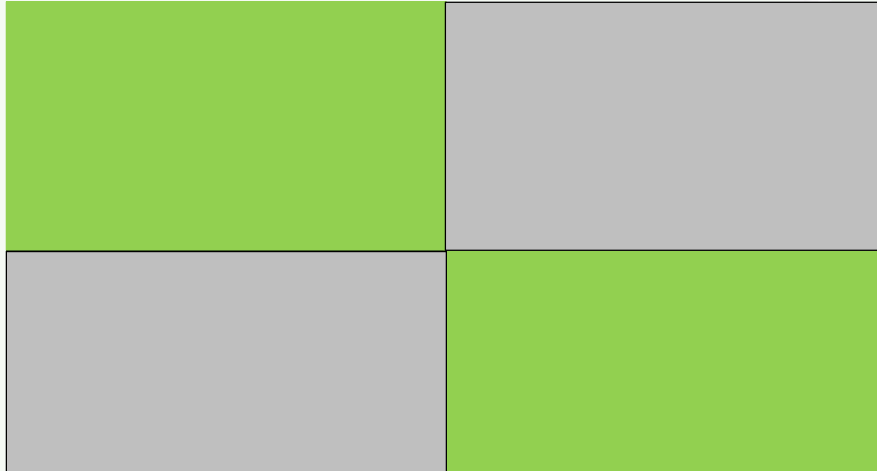
**Life can only be understood backwards; but it must be lived forwards.**

**Kierkegaard**

## Ambivalence

- When people are ambivalent, they...
  - don't know what they want/need to do (conflicting options have advantages/disadvantages)
  - and/or
  - don't believe they can do what they want/need to do (succeed at accomplishing a desired choice)

## Ambivalence about ACP



## Middle Knowledge Weisman, 1972

- People often respond to learning they have a terminal illness by vacillating between “knowing” and “not-knowing” that they are going to die
  - Awareness and acceptance fluctuates

## Middle Knowledge Weisman, 1972

- Serves important purposes for the person...
  - Gradual adjustment to a frightening reality
  - Maintaining hope, so as to be able to plan for the future and sustain relationships
- ... and the family
  - Gradual adjustment to the reality of loved one's illness and changes in role (caregiver, advocate)
  - Balancing demands of coping with the challenges associated with the loved one's illness and the ongoing demands of life

## Ambivalence & Change in Serious Illness

- Ambivalence about ACP is normal for people experiencing serious illness and the people who love them
  - Accepting the need to do ACP now due to my health situation
  - Deciding whether the value of doing ACP outweighs its aversiveness, and whether it's something I feel able to do
- How can we help people with serious illness resolve their ambivalence in favor of ACP?

## Engaging People Who are Ambivalent about ACP

- Think again of the decision you've been trying to make or change you've been considering...
- Now imagine I responded that way to the person who said,  
*I realize my condition is serious, but thinking positive is keeping me going right now.*

## The Righting Reflex

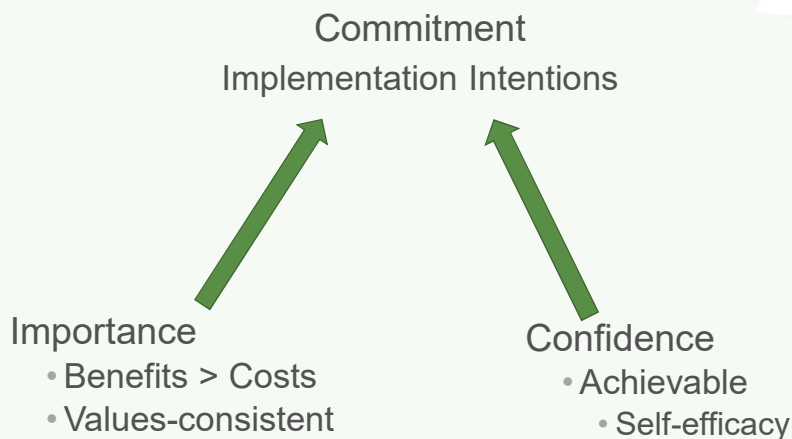
- Relying on advice, education, persuasion, direction, or confrontation to help the client to see the reality of the situation and accept the need for change
- Comes from good intentions!
  - The desire to help (“set things right”)
- Expresses the assumption that we know best, and our job is to get them to do it

## Interpersonal Effects of Ambivalence

- Sensitivity to perceived pressure or expectation to decide or change
  - Reactance
    - Defending autonomy by resisting control
  - Defensiveness
    - Protecting self-esteem by rejecting judgment
- Ambivalence is actively maintained
  - When the practitioner argues in favor of ACP, the client will argue against it



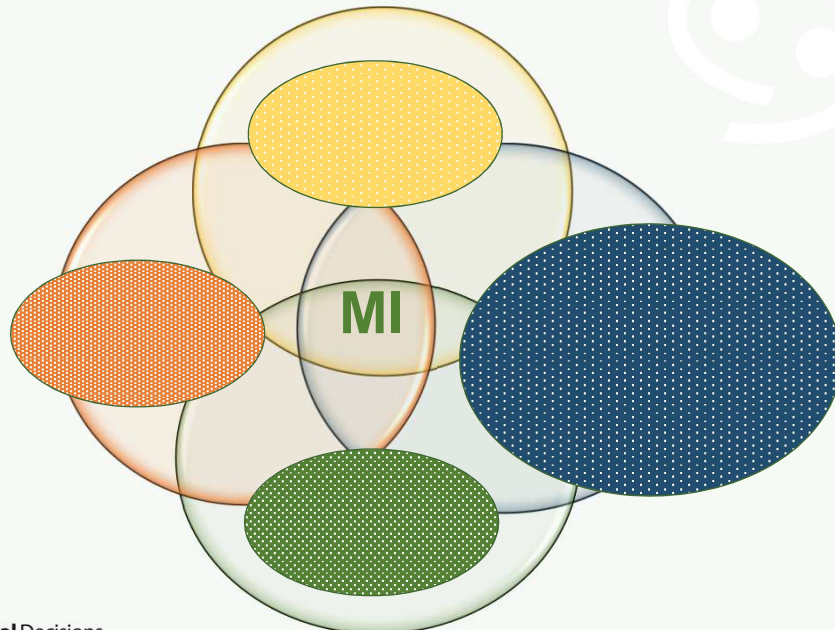
## When Do People Change?



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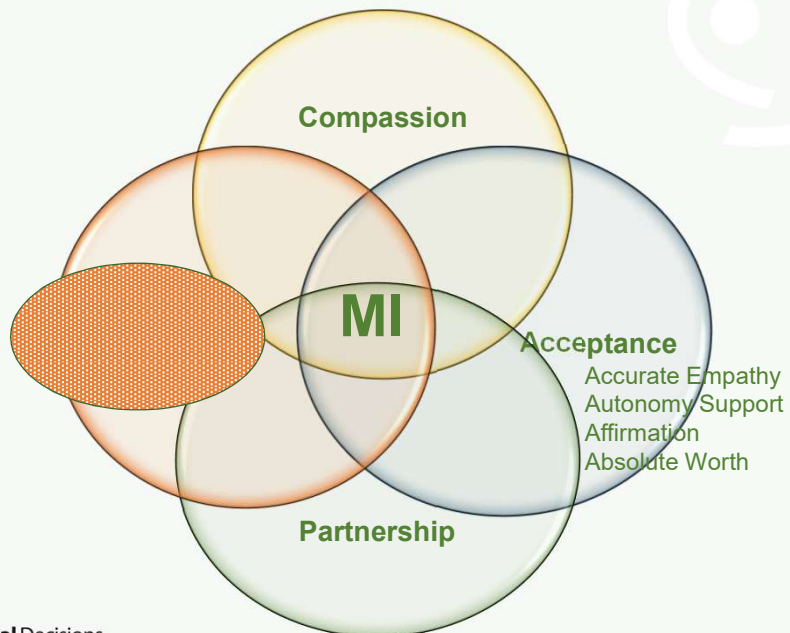
## Motivational Interviewing

- Person-centered, goal-oriented conversation for strengthening a person's own motivation and commitment to change
  - Helps people discover and articulate their own reasons and ability to engage in the ACP process, and to maintain their motivation to take the steps that are needed to develop, document, and share their advance care plan



## The Pressure Paradox

Acceptance facilitates change, while perceived pressure to change elicits resistance to change





## The Language of Change

- We learn what we think as we hear ourselves speak
  - Cultivating **change talk** (talk in favor of change) and softening **sustain talk** (talk in favor of the status quo), in the context of a person-centered conversation, builds motivation and commitment to change

## Understanding Change Talk for ACP

- Preparatory (DARN)
  - Desire *I want to be ready for what's coming.*
  - Ability *I can handle this.*
  - Reasons *I don't want my daughter to worry if she's doing the right thing for me.*
  - Need *I can't let myself end up on machines.*
- Mobilizing (CATs)
  - Commitment *I'm going to fill out that living will.*
  - Activation *I'm ready to think about this now.*
  - Taking steps *I made an appointment with my doctor to talk about a DNR.*

## Ambivalence and Change Talk in Advance Care Planning

I realize my condition is serious, but thinking positive is keeping me going right now.

I realize my condition is serious, but thinking positive is keeping me going right now.	

## Engaging People into ACP with Motivational Interviewing

- Ambivalence about advance care planning is normal for people experiencing serious illness and the people who love them
- People choose change when they believe that it will bring more benefits than costs, that it's aligned with their most important values, and they're confident it's something they can do
- MI provides a way of working with people with serious illness that helps them make the choice to do advance care planning and then take the steps needed to complete the ACP process