

Virtual Interaction: Client care through telehealth

Nicholas Alford 01/21/2025 12:24

Talk with Lisa

rall

formance

Lisa felt empowered by her visit and followed through on her plan to better manage her diabetes. During Lisa's next appointment, her HbA1c levels had improved, and she said she was feeling a little less tired in general.

Motivational Interviewing Tasks

1. Showing Empathy



You showed empathy for Lisa's current behaviors and perspectives when you said:

"Losing ten pounds is a big accomplishment."

"I hear you've been busy, and it's a challenge to take your medications regularly, yet you know it's important."

2. Identifying Goals and Barriers



You learned about Lisa's goals for behavior change and her barriers to behavior change when you said:

"You're in control here. We can use this visit however you want to use it."

"It seems like you're working hard to support your family."

3. Agreeing on a Focus



You helped Lisa identify an area of change she's ready to talk about when you said:

"You've been focusing on others' needs before your own, yet you realize there might be more you could do for yourself."

4. Identifying Gaps



You helped Lisa see gaps between her desired behavior and her current behavior when you said:

"What do you know about how your diabetes might be affecting how you've been feeling?"

"So, diabetes means your body can't process sugar as well, and it's harder to get the energy you need."

5. Exploring Reasons



You uncovered reasons Lisa wants to change when you said:

"What makes you choose a five and not a lower number, like a three?"

6. Inviting Self-Motivation



You prompted Lisa to elaborate on her reasons for change and helped her make new connections between her behavior and her goals when you said:

"It sounds like you have a lot more you'd like to do in your life."

7. Assessing Readiness



You asked Lisa how ready she is to take steps to change her behavior when you said:

"How do you think you can take steps to better manage your diabetes?"

8. Specifying Steps



You asked what actions Lisa might take and landed on a specific, realistic step when you said:

"What would be a specific, realistic goal over the next three months?"

9. Problem-Solving



You helped Lisa prepare for barriers she might encounter when you said:

"What else might get in the way of remembering to take your medication?"