

Managing Patient/Client Resistance

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Presentation Overview

- **Righting Reflex Defined**
- **Why the Righting Reflex occurs**
- **What Causes Resistance?**
- **How to Manage/Roll with Resistance**
- **Practice**

Motivational Interviewing

A collaborative, skillful style of conversation to elicit and strengthen one's own personal motivation for change.

Spirit of MI

“How I am with people, what I say and what I help them to say makes a difference in whether behavior change happens.”

Dr. William Miller

What is the Righting Reflex?

It's a natural tendency for one to resist persuasion.



Rollnick, S., Miller, W.R., & Butler, C.C. (2008) *Motivational Interviewing in Health Care: Helping Patients Change Behavior*. NY: Guildford Press.

Why the Righting Reflex Occurs

- When a decision isn't easy, we generally feel at least two ways about it; an internal argument.
- When we try to correct or “right” someone, he/she naturally takes up the other side of the argument; in other words, “Resistance to the provider”.

Seek to Establish a 50/50 Partnership in Health



Patient should be talking 50% of the time

Two Sources of Resistance

1. From Within the Client/Patient
2. Created by the Healthcare Provider
(Angels unaware)

RESISTANCE

1. From Within the Client/Patient



We tend to believe what we hear ourselves say...

- The more one talks about reasons for change, the more likely he is to change.
- If we continually talk in a way that causes one to “defend” where he/she is, change is LESS likely to occur.
- The more one talks about the disadvantages of change, the more one is committed to sustaining the status quo.

Why Don't People Change Behavior?

- Their values don't support it.
- They don't think it's important.
- They don't think they can.
- They haven't worked through their ambivalence about it.
- They aren't ready for it.
- They don't have a good plan.
- They don't have adequate social support.

- They have an underlying fear about changing.

Your Patients' Reasons

- “I’m too busy.”
- “I’m fine; I don’t need it.”
- “I don’t have anyone to watch my kids.”
- “I don’t feel well.”
- “I think I’m doing just fine.”
- “I have pain and can’t sit and wait.”
- “It’s too cold, and I can’t breathe in this weather.”
- “I’ll come when it’s warmer.”
- “Reservation cigarettes are 100% natural.”



**IF IT IS IMPORTANT
TO YOU, YOU WILL
FIND A WAY.**

**IF NOT
YOU'LL FIND
AN EXCUSE**

Stages of Change

Pre-contemplation: No desire

Client/Patient (Not ready)

- No thank you...
- Not interested...
- Not now...

Provider

What to do?

- Empower the patient
- Develop/maintain rapport (Tone)
- Don't be discouraged!
- Don't burn bridges!

How to Empower the Patient

1. Asking Permission

Would you consider.....

Would you be interested in.....

Do you have any objection to.....

May I give you some reading material about.....



2. Giving information (Elicit – Provide – Elicit)

Respect what the person already knows, by finding out.

Develop Rapport Coaching/MI for Brief Clinical Encounters

- Empathy
- Open-ended questions

Having Empathy

Remember.....

"WE ARE THEM!"



Open-ended Questions

Requires thought to respond.....



Open-ended Questions

- Allows one to reflect upon feelings, concerns, values, hesitations about their real issue(s).
- Allows time for one to expound upon a response
- Not answered with “yes” or “no”

Open-ended Responses



Examples

- How does _____ help you most?
- What would happen if you _____?
- If you could, what would need to change for you to be able to _____?
- Describe how you would feel if you could _____?
- Please give your thoughts about _____.
- Why do you believe _____ is happening?
- When is the best time for you to _____?

RESISTANCE

2. Created by the Healthcare Provider



AVOID Creating Resistance

RESIST the urge to:

- Convince one they have a problem
- Argue for benefits of change
- Tell someone how to change
- Warn them of consequences

What does Provider-Created Resistance Sound Like?

- Convince: “Reservation cigarettes say 100% natural, but they’re really not.”
- Argue: “You want to breathe, don’t you?”
- Tell how: “If you don’t feel well, this is reason enough to come in.”
- Warn: “You’ve got high cholesterol. You’ve got to get that down.”

Write a Response that Creates Resistance

“I’m too busy taking care of the kids...”

Responses that Create Resistance

1. “I’m too busy taking care of the kids...”

“If you don’t take care of _____, this will _____.”

“You really need to _____, or you may not around for your kids”

PRACTICE

Managing/Rolling with Resistance

Patient

1. “I’m too **busy.**”

Open-ended Responses

- “I’m **too busy.**”

Provider:

What is hindering you the most from_____?

If you could, what would need to change for you to_____?

Patient

2. “I’m fine; I don’t need it.”

Open-ended Responses

- “I’m fine; I don’t need it.”

Provider:

What do you believe has helped the most?

What positive results have you seen from _____?

Patient

3. “Reservation cigarettes are 100% natural.”

Open-ended Responses

- “Reservation **cigarettes are 100% natural.**”

Provider:

May I give you some new information on this?

How do you believe these cigarettes are different for you?

Patient

4. “I’m sick.. Can you call back
some other time?”

Open-ended Responses

Patient: “I’m sick.. Can you call back some other time?”

Provider:

You’re not well. What can we do to help?

I’m sorry you’re not well. How can I be of help?

What time is best for you this week?

Patient

5. “I know what to do with my Diabetes.....”

“I know what to do with my Diabetes.....”

Provider:

1. We don't hear this very often. What have you found to be most helpful day to day?
2. You know how to manage your diabetes and things are going well for you. (Hesitate for a reply). If no reply, then “What help would you like from me?”
3. We're here for you when you need us... When may I check back with you?

Patient

6. “I know I need to check my sugar, **but** it’s hard and I don’t have the time for all that.”

Responses to Consider

“I know I need to check my sugar, but it's hard and I don't have the time for all that.”

1. It's important to you, but it's hard. What makes it difficult for you?
2. It's important to you, but you don't have time. If you could, what would you do first to fit it in to your routine?
3. What's most important to you about checking your sugar?
4. What would be the benefits for you if you could check your sugar regularly?

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