



**REGION 5 SYSTEMS**  
*Promoting Comprehensive Partnerships in Behavioral Health*

**Evidence Based Practice (EBP)**  
**Fidelity Monitoring and Evaluation Plan**  
**Motivational Interviewing (MI)**  
**FY 22-23**

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## WHAT IS MOTIVATIONAL INTERVIEWING? – SECTION I

Motivational Interviewing (MI) is recognized by the Substance Abuse and Mental Health Services Administration (SAMHSA) as an evidence-based practice. Widespread adoption of effective practice interventions is at the center of SAMHSA’s mission to improve service and is a major part of achieving its strategic goals of improving accountability, capacity, and effectiveness.

MI is a “collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person’s own reasons for change within an atmosphere of acceptance and compassion.” (Miller & Rollnick, 2013). While their first book, *Motivational Interviewing*, was released in 1992, William Miller and Stephen Rollnick developed MI in the 1980s for work with individuals with substance use disorders.

Core Elements of Motivational Interviewing:

- MI Spirit (Partnership, Evocation, Acceptance, Compassion)
- Fundamental Processes (Engaging, Focusing, Evoking, Planning)
- Core Skills (e.g., reflective listening, affirmations, attending to the language of change)

In the behavioral health field, MI can be successfully implemented in a variety of disciplines and settings. This includes community based, residential and inpatient care, whether treating mental health and/or substance use disorders. A wide range of professionals can utilize this in their work with persons served, such as counselors, psychiatrists, nurses, peer support, community support/case managers, techs, etc.

Expected outcomes of MI:

- Increased consumer engagement and retention. (Low alliance with helper relates to higher dropout rates (Brorson et al., 2013))
- Improved treatment outcomes (SAMHSA, 2019)
- Increased staff confidence (Stoffers & Hatler; 2017)
- Increased staff satisfaction and retention/Decreased staff burn-out and attrition

## REGION V SYSTEMS IMPLEMENTATION OF MI – SECTION II



The Nebraska Division of Behavioral Health (DBH) and Region V Systems are committed to the high-quality implementation of motivational interviewing as an evidence-based practice. Region V Systems, along with industry expert Brenda Jennings of Motivate to Communicate, LLC., will assist agencies with the implementation of evidence-based MI and a 5-year implementation plan has been developed.

A 1-day administrative training occurred in the Fall of 2021, open to key stakeholders (DBH Administration, Regional Behavioral Health Administrators, and other crucial employees) and Region V Systems Network provider administrators. Agencies submitted applications to participate in MI trainings, selecting their intent to implement either an evidence-based or informed practice. Applications were reviewed by RVS and Brenda Jennings to assess the readiness of the organization and its staff to implement an MI practice and determine the feasibility of implementation in the intended setting.

Fidelity to the MI model, program standards and practices will be monitored to prevent drift. Doing so will be crucial to ensuring the desired and evidence-based outcomes occur. Region V Systems will establish measures and data reporting schedules. In pursuing performance-based contracting, specific deliverables, performance objectives, and outcome will be outlined.

RVS will coordinate the following trainings/activities:

- Administrative Training
- Phase I: Laying the Foundation of MI (2 day Basic)
- Phase II: Building Upon the Structure of MI (2 day Advanced)
- Leadership Training (1 day)
- MI Champion Training (Train the Trainer Curriculum)
- On Site Reviews, 1 day per agency
- Booster Training (4 hour)
- Support Staff Training (1 day)

MI Champions will support the sustainability of Motivational Interviewing in the Region V Network by helping to provide trainings.

## MODEL FIDELITY/INTEGRITY – SECTION III

A multi-faceted approach will be utilized to ensure fidelity to the MI model and evaluate the implementation.

### **MI Fidelity Tool**

Participants/agency employees will be assessed in each phase of training:

#### Phase I

- a. Fully engaged in 2 full day training
- b. Completed all role plays and written activities during 2-day training
- c. Post-Test Laying the Foundation (passed 80% or higher, or not passed)
- d. Post-Test Questionnaire (passed 80% or higher, or not passed)

#### Phase II

- a. Fully engaged in 2 full day training
- b. Completed all role plays and written activities during 2-day training
- c. Turned in final Role Play Assessment to Trainer and meets Progressive Benchmarks

#### MI 20-Minute Coded Tape

- a. Submitted 20-minute taped interview within 30 days of Phase II Training
- b. Achieved proficiency benchmarks on Motivational Interviewing Competency Assessment (MICA) (Cohort 1 Tape 1 was coded with MITI)
- c. Completed 20-minute follow-up coaching call with trainer
- d. If needed, submitted 2<sup>nd</sup> 20-minutes taped interview within 30 days of follow-up coaching call and scheduled 2<sup>nd</sup> coaching call

#### MI Booster Trainings (topics will be guided by results of/needs identified by the MITI coded tapes)

- a. Attended 1<sup>st</sup> MI Booster Training
- b. Attended 2<sup>nd</sup> MI Booster Training

#### Ongoing MI Proficiency Reviews (assessed by MI Champions on a yearly basis)

- a. Displays a high level of interest in MI
- b. Displays a high level of motivation for continuing to pursue or maintain MI proficiency
- c. Open to feedback on MI Skills
- d. Attends regular agency “MI Community of Practice” meetings (6 one-hour meetings)- at least 80% in 12 months
- e. Completes yearly observation (taped audio recording) and staff/person served interaction meets continued proficiency benchmarks in MI (assessed with MICA)
  - o If needed, staff will receive additional coaching and support from MI Champion to obtain proficiency

## MI Champions

Each agency will have one or more MI champion whose role is to promote MI within their agency and support ongoing sustainability of MI in the Region V Network. Potential champions complete applications with Brenda approving.

Responsibilities:

- Create agency-specific content/training curriculum
- Offer 6 one-hour Community of Practice meetings within own agency annually
- Observe staff-client interactions and evaluate MI proficiency benchmarks using the MICA
- Coach up agency staff members to meet proficiency, as needed
- Offer Phase I, Phase II, and Booster trainings within the Region V Network/DBH, once trained by the MI expert

See addendum for additional details.

## Agency Implementation Team

Meet regularly/quarterly to:

- Create agency-specific sustainable MI Implementation Plan
- Identify barriers to implementation/maintenance; problem solve
- Identify and share initial stories of success throughout the organization to build momentum
- Review evaluation results to assess for any need to change the application of MI

## Tape Coding

Tape coding (MICA) results will be aggregated for each agency and the Network as a whole. As data is available, reports can be created to show change on an individual's annual results. MI champions will be able to utilize reports to guide their training and coaching. Trainees will submit tapes annually to be coded and participate in individual coaching session.

## Site Visit

Agencies will participate in an initial site review with Brenda Jennings.

Specific activities will include:

- Interviews with staff, MI champions, and persons served
- Review of MI in Leadership Plan and assessment of whether agency is complying with plan and that supervisors have completed MI in Leadership Training
- Summary report to included recommendations

## Ongoing Program Maintenance Approval

### Agency Attestation

Team Lead(s) will annually attest to the ongoing application of MI within the agency/program utilizing identified checklist.

### Agency and Culture Survey Summary

Annually:

- All employees trained in MI will complete "MI Experience" questions (3).
- MI champions will conduct at least 10 total *in-person* surveys for collection of all questions (10)

A Quality Improvement Action Plan will be completed by agency if there are areas of concern.

## Site Visits

The model fidelity/integrity assessment team (to include MI Champions and RVS staff) will complete agency site visits every 3 years after the agency is approved for fidelity payment. Included:

- Interviews with staff, MI champions, and persons served
- Review of MI in Leadership Plan and assessment of whether agency is adhering to plan and that supervisors have completed MI in Leadership Training
- Summary report to included recommendations

An exit interview will occur, and a summary report will be completed. Potential outcomes are a 3-year award, 1 year award, or no award. For any areas not in conformance, the agency will complete a Quality Improvement Action Plan on how they will get into conformance. The QIAP is approved by RVS.

## OUTCOMES MEASUREMENT – SECTION IV

Providers will submit outcome measure data to Region V Systems on a quarterly basis.

### Recovery Outcomes

Meaningful and Reliable Change from Admission to Most Recent Assessment/Discharge

Measurement Tool	Agency
<b>CAFAS (Child and Adolescent Functional Assessment Scale)</b> <ul style="list-style-type: none"><li>• Evaluates emotional, behavioral, substance abuse disorder &amp; impact on functioning in eight psychosocial domains</li><li>• Assessed at admission, every 6 months &amp; discharge</li></ul>	Region V Systems Family & Youth Investment (Professional Partner/Wraparound)
<b>DLA-20 (Daily Living Activities)</b> <ul style="list-style-type: none"><li>• Measures the daily living areas impacted by behavioral health (20 domains)</li><li>• Assessed at admission, quarterly &amp; discharge for outpatient services; Assessed at admission &amp; discharge for residential services</li></ul>	The Bridge Behavioral Health Houses of Hope Integrated Behavioral Health Services Lutheran Family Services Touchstone
<b>Global Assessment Scale (GAS)</b>	Lincoln Regional Center

### Treatment Adherence

Comparison of discharge type (treatment complete vs. leave against professional advice) rates. For inpatient care, consider a measure for treatment plan adherence.

### Length of Stay

### Client Satisfaction

Persons served will complete satisfaction surveys based on the treatment setting:

- Community/Outpatient setting- Individual Staff Survey every 6 months
- Residential/Inpatient setting- Agency Survey every 6 months or at discharge for programs with a short average length of stay

Agencies will submit satisfaction data to RVS as aggregate every 6 months.

### Staff Retention

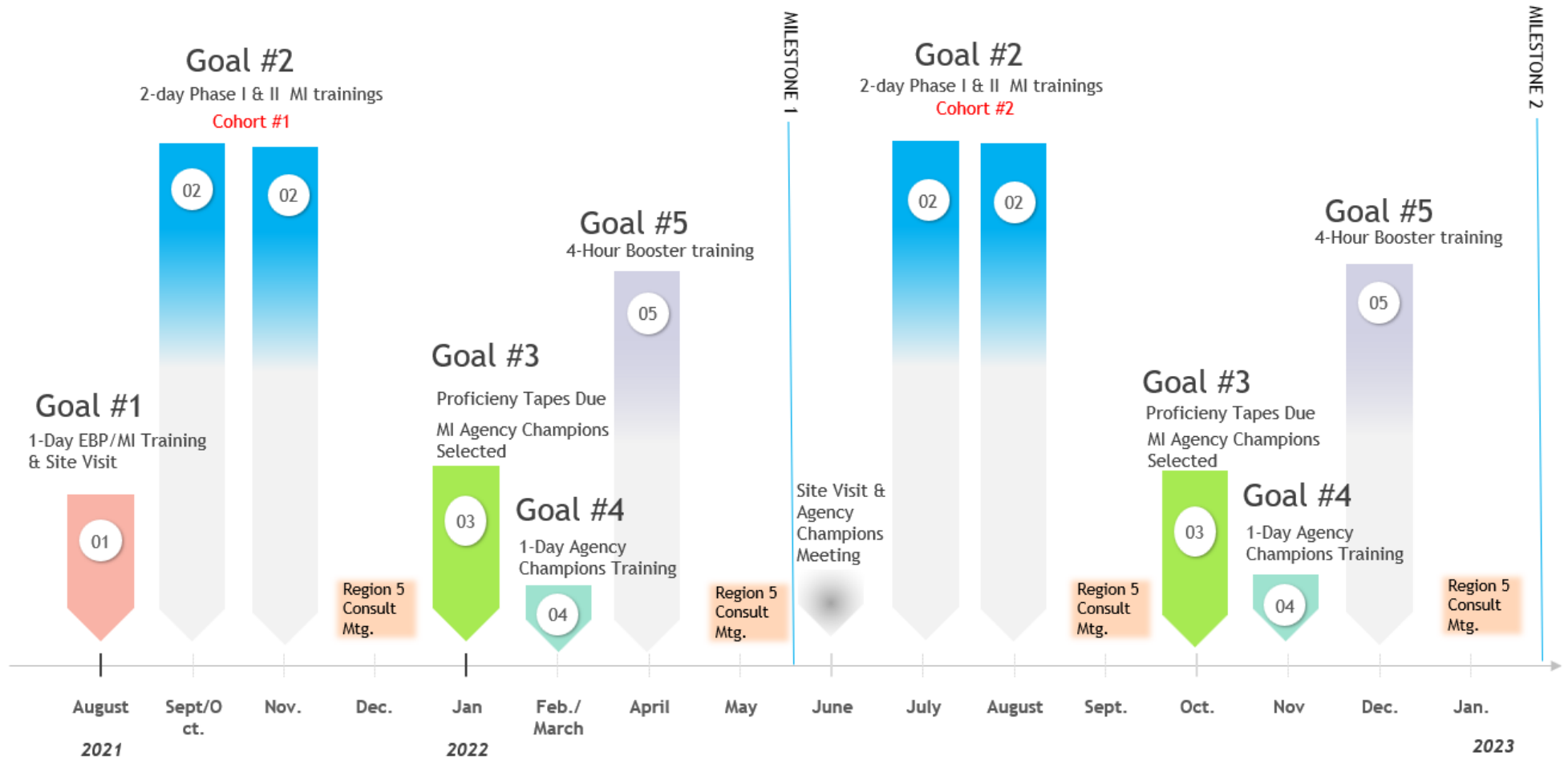
Agency will report the number of staff leaving each quarter and for what reasons (assessed in exit interviews).

## PARTICIPANTS – SECTION V

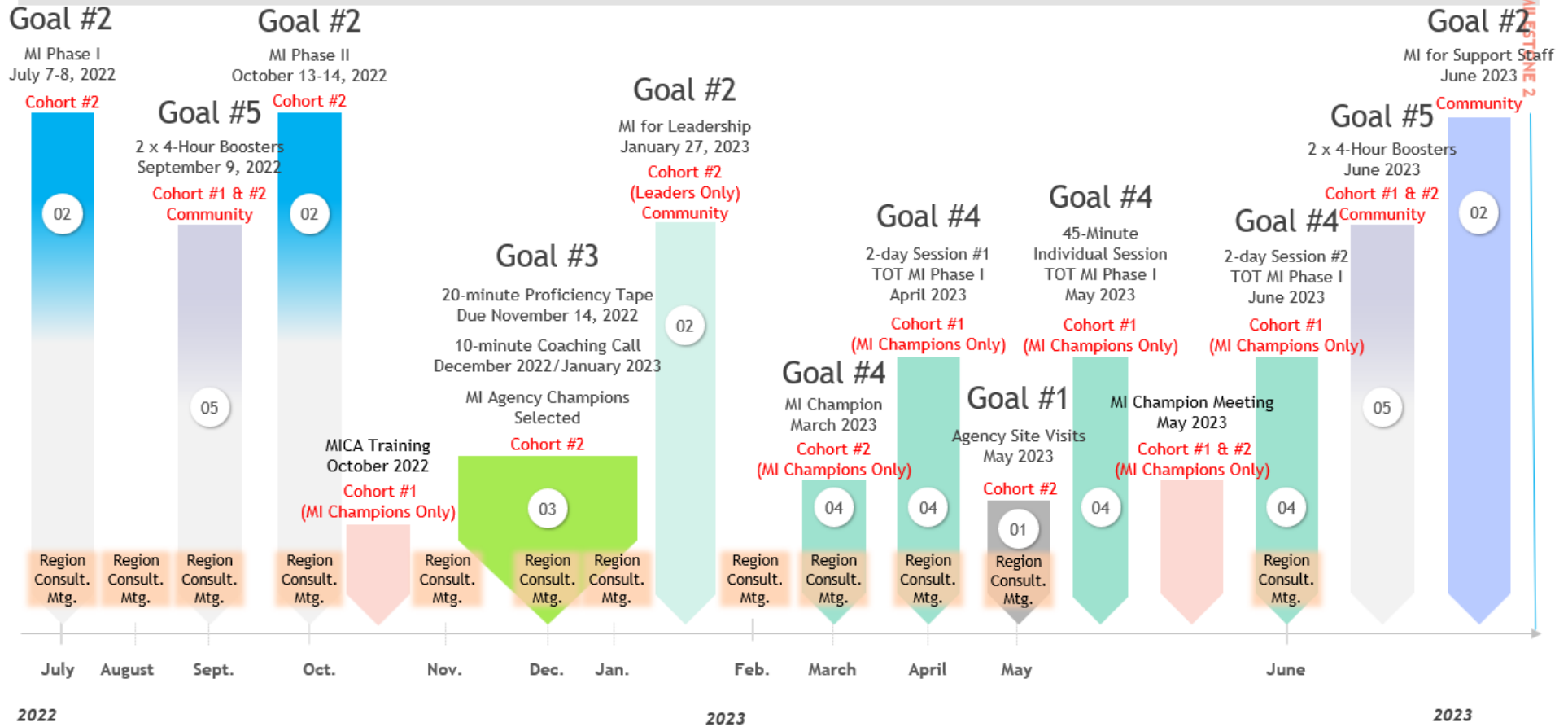
	<b>Agency</b>	<b>Continuum/Level of Care</b>
Cohort 1	Region V Systems Family & Youth Investment	Care Coordination (Professional Partner - MH/Wraparound Services)
	The Bridge Behavioral Health	Residential (Short Term Residential – SUD, Intermediate Residential – SUD)
	Lincoln Regional Center	
Cohort 2	Lutheran Family Services	Outpatient
	St. Monica's	Outpatient, Residential
	CenterPointe	
	Touchstone	Residential (Short Term Residential – SUD)
	Houses of Hope	Residential (Halfway House – SUD)
	Integrated Behavioral Health Services	Residential



# REGION 5 MI IMPLEMENTATION PLAN



# REGION V July 2022 - June 2023 MI IMPLEMENTATION TIMELINE



\*Fall 2023 Summit TBA \*Annual Site Visit Audits TBA

## CITATIONS – SECTION VII

Brorson, H.H. et al. Drop-out from addiction treatment: A Systematic review of risk factors. *Clinical Psychology Review*. 2013; 33(8): 1010-1024.

Miller, W.R. & Rollnick, S. (2013) *Motivational Interviewing: Helping people to change* (3rd Edition). Guilford Press.

SAMHSA. Enhancing Motivation for Change in Substance Use Disorder Treatment. Treatment Improvement Protocol. 2019.

Stoffers, P. & Hatler, C. Increasing Nurse Confidence in Patient Teaching Using Motivational Interviewing. *Journal for Nurses in Professional Development*. Jul/Aug 2017; 33(4): 189-195.

## MI CHAMPION EXPECTATIONS – ADDENDUM I

### Initial Qualifications:

- Be passionate about MI
- Capability to become proficient in MI, assessed through taped video with standardized tool
- Submit application for approval by industry expert and meet with Brenda Jennings for feedback on submitted 20-minute tape and to discuss application

### First Year:

- Participate in 1-day MI Champion meeting
- Create an individual growth plan to maintain MI proficiency and fidelity to the latest research in MI to remain true to MI as an evidence-based practice
- Read “Motivational Interviewing: Helping People Change, 3<sup>rd</sup> Edition” by Miller & Rollnick
- Conduct an Agency MI Culture Survey prior to agency site visit
- Participate in collaborative site visit with Brenda Jennings and agency leaders
- Participate in MI Champion meetings with Brenda Jennings

### Second year:

- Create and facilitate regular agency/internal MI communities of practice (6 one-hour sessions each year). Maintain records of staff attendance (staff must attend 80% of agency community of practice sessions)
- Assist in facilitating Region V Systems’ sponsored MI booster trainings twice a year with Brenda Jennings
- Coach up agency staff members to meet proficiency as needed
- Identify agency support trainers to assist MI Champions (with what?) and add MI Champions to team
- Hold quarterly planning meetings for internal MI Champions
- Participate in MI Champion meetings with Brenda Jennings
- Participate in collaborative site visit with Brenda Jennings and agency leaders
- Participate in Train-the-Trainer Phase I trainings
- Create MI Phase I training curriculum (would trainers also be training staff from other agencies?)
- Update individual growth plan to maintain MI proficiency and fidelity to the latest research in MI to remain true to MI as an evidence-based practice
- Complete annual culture survey with staff and submit report summary to Region V.
- Complete annual agency MI attestation
- Participate in training on the Motivational Interviewing Competency Assessment (MICA)

### Third year:

- Facilitate regular agency/internal MI communities of practice (6 one-hour sessions each year).
- Assist in facilitating Region V Systems’ sponsored MI booster trainings twice a year with Brenda Jennings
- Coach up agency staff members to meet proficiency, as needed
- Identify agency support trainers to assist MI Champions, as needed (with what?)
- Hold quarterly planning meetings for internal MI Champions
- Participate in MI Champion meetings with Brenda Jennings
- Participate in collaborative site visit with Brenda Jennings and agency leaders
- Train MI Phase I within agency (or is this open to other network providers?)
- Create MI Phase II training curriculum (would trainers also be training staff from other agencies?) and train staff
- Update individual growth plan to maintain MI proficiency and fidelity to the latest research in MI to remain true to MI as an evidence-based practice
- Complete annual culture survey with staff and submit report summary to Region V.
- Complete annual agency MI attestation
- Coding of tapes with Motivational Interviewing Competency Assessment (MICA)