



# Break the Habit

## A Pharmacist's Toolkit for Smoking Cessation Counselling

### Motivational Interviewing: The Basics

#### The 4 Processes of MI

These processes create the foundation for practising MI

##### 1 Engaging

- Create engaging interactions by establishing a trusting and mutually respectful relationship with your patient
- Remember, each of you brings different expertise to the conversation: you have clinical knowledge and the patient is the expert on their feelings and experiences

##### 2 Focusing

- Focus on steering the conversation to 1-2 steps toward change, acting like a tour guide; good tour guides have excellent listening skills and offer expertise when needed

##### 3 Evoking

- Interact with your patient in a manner that evokes change talk—statements that reflect a desire to change. This can be achieved by encouraging the use of words such as “want”, “wish”, “can” and “need”

##### 4 Planning

- Collaborate on a plan that promotes commitment to change—skills development, barrier identification and finding additional supports

#### How to Practise MI

**OARS** is used in each of the 4 processes above

##### Use OARS:

**O** **Open-ended questions** help create a richer discussion with the patient and help encourage the patient to explore their motivations and beliefs around smoking cessation.

##### Examples:

X “Do you want to quit smoking?”

✓ “How do you feel about quitting smoking?”



**A** **Affirming statements** build up your patient's confidence by recognizing their achievements and strengths. This develops rapport and promotes continued smoking cessation efforts.

##### Examples:

“You've taken a really important first step by reaching out to me for support as you try quitting again.”

“From your previous quit attempts, you've shown a lot of determination to make this change.”

**R** **Reflective listening** involves repeating back to your patient what they have shared with you. Doing this shows your patient that you are listening without judgment and encourages them to further explore feelings they may not have talked about before.

##### Examples:

“It seems like your family is putting a lot of pressure on you to quit right now.”

“It sounds like you have been thinking a lot about how smoking is impacting your health.”

“I'm hearing that you have a lot of mixed feelings about quitting smoking.”

**S** **Summarizing** allows you to recap the key concerns identified through your discussion and helps the patient gain perspective on their thoughts and motivations.



“To summarize, it sounds like you recognize that smoking is contributing to your health conditions, but you are also unsure if you can handle the challenges associated with trying to quit. Does that sound right?”

##### Use the 5 R's technique to motivate patients:

- Relevance:** Ask about the relevance of quitting to health, family: and social situations
- Rewards:** Ask about the potential benefits of quitting—health, money, taste and smell

- Risks:** Ask about the negative consequences of smoking—acute (shortness of breath); chronic (CVD, cancer, COPD)
- Roadblocks:** Ask about potential roadblocks—withdrawal symptoms, fear of failure, weight gain
- Repetition:** Repeat MI every time the patient visits the clinic