

Motivational Interviewing to Enhance Engagement in an Internet Intervention for Diabetic Driving

Karen Ingersoll Ph.D.

kareningersoll@gmail.com

SAMPLE SCRIPT FOR SESSION 1

Engaging

Introductions and reminder about recording the call

Hi, I'm ____ and I'm calling today as scheduled by (Project Coordinator) to talk about your participation in the diabetes driving.com study. If now is still a good time for you, I'd like to talk with you for about 20 minutes. How does that sound? (Listen for response; reflect what you hear). Also, I want to remind you that I will be recording today's call; the purpose of this is to allow the study team to check my work with you, to see if I did what I'm supposed to! (Pause). What we talk about today will be confidential. The only people who will listen to the tape will be my supervisor and the other therapists making these kinds of calls, for quality assurance and training, and people who will check to see if I did what I was supposed to on the call. Otherwise, everything we say today is confidential, and those other people have to keep the same standards of confidentiality. What questions do you have about that? (pause, reflect any concerns raised. Provide any information requested.) If it's ok with you, I'll start the recorder now. (Start recorder after verbal assent). OK, now I just want to get down on the recording that you are ok with me taping our conversation today for research purposes. (Participant assents again). Great! Let's get started.

Agenda setting

The overall purpose of today's call is to talk about your participation in diabetes driving.com and to get you prepared to benefit from it. I want to let you know that I won't be trying to persuade you to change anything related to your diabetes or driving. During our conversation, we'll focus on your perspective, and on what you want. I'll give you a little information about the Internet program and we'll talk about your view on diabetes and driving. That's what's on my agenda. What else should we add to our agenda for today?

Reflect and summarize agenda

Open questions followed by reflections of answers, selected from samples below:

What made you interested in diabetes driving.com?

What do you hope to get out of diabetes driving.com?

How has your driving been going?

What made your doctor (other) refer you to this program?

What driving incidents have you had that you are concerned about?

Give Summary of participant's answers; Focus on summarizing diabetes factors that have a link to driving.

Focusing

Open questions followed by reflections

Tell me, what's hardest for you about having diabetes?

What's going well for you with your diabetes now?

(For patients with good control): *What's your experience of highs and lows when driving?*

What are some of your challenges in driving with your diabetes?

Summary of main ideas

Evoking

Key questions followed by reflection of answers:

Given what you've said so far (provide highlights in summary), what would you like to be different with your driving and diabetes?

What are you hoping to learn from diabetes driving.com? Listen and reflect: *That's great, because xxxx will be a part of the dd.com program!*

Provide information: *DD.com will give you a lot of information, and will also ask you to report some information and complete some tasks. For example, you'll complete daily progress notes as you go through the Cores of the program.* Ask scaling question: *On a scale of 0-10, with 0 being not important at all, and 10 being extremely important, how important is it for you to complete DD.com and all of its assignments?* Reflect number, ask: *What makes it a x and not a 0?* Reflect and summarize change talk. Repeat with confidence scaling ruler.

Summary of change talk

Planning (Skip if not part of logical flow of conversation)

Key questions followed by reflection of answers:

What new things do you want to try or current things you want to do differently?

How do you want to get there? What's the first step?

Summarize

Ending session 1

Orient participant and ask final open question

We've nearly come to the end of our time today. We will have the chance for one additional conversation after you've completed the Internet Intervention, in about 10 weeks. What else would you like to talk about today, before we stop? Reflect. Briefly summarize entire conversation, focusing on change talk. Ask: What did I miss? Reflect. Thank participant and end conversation with plan for future. I want to thank you, (participant's name), for talking with me today. I enjoyed getting to know you a little bit. It sounds like you are ready to jump into the diabetes driving.com program, and to get the most out of it. What will happen next is that (Project Coordinator) will send you an email giving you access to the program. After that, we'll have an additional conversation about how it went and where you want to go from there. I'm looking forward to talking with you again in about 10 weeks.