



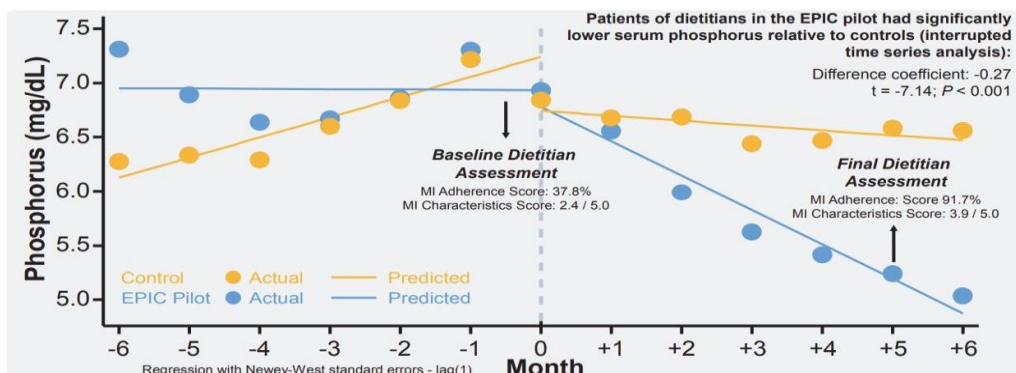
## Organizational Improvement & Feasibility Study with Nation-wide Agency

### Why does this matter?

- ❖ Outcome improvement and employee engagement need to include an organizational change for ongoing internal support systems for learning Motivational Interviewing as compared to usual care
- ❖ Large Organizations can implement MI successfully in a way that improves outcomes when changing their internal infrastructure to support their staff in learning MI with fidelity that has improvements in outcomes for patients/clients, clinically, statistically, and even anecdotally with engagement for patients/clients and employees

### What outcomes improved?

- ❖ Clinical & Statistical improvements in damaging health parameters (i.e. decreasing phosphorus for those on dialysis) occurred (in proportion to/correlated with) MI fidelity adherence scores
- ❖ 53.9% increase in competence
  - MI adherence began with outcomes demonstrating problem-centered care more likely occurring than patient-centered care/person-centered care (MI Characteristics score of 2.4/5)
  - MI adherence reached 0.1 point away from MI competence score of 4.0/5, demonstrating significant improvements in patient-centered/person-centered care and Motivational Interviewing alignment simultaneously
- ❖ See Pilot Program Graph for a visual of improvements (via decrease in the harmful phosphorus concentrations in the blood for those in dialysis) for patients with employees' MI adherence



- Patients of dietitians in the EPIC pilot had significantly lower serum phosphorus relative to controls (interrupted time series analysis): Difference coefficient: -0.27 t = -7.14; P < 0.001

### Who from IFIOC was Involved?

IFIOC Trainer John Gilbert was one of the few Motivational Interviewing (MI) trainers and coaches (only two others) who successfully implemented a nation-wide adoption of fidelity-based MI for a dietitian dialysis focused agency.