



# The Usability of a Motivational Interviewing Training Toolkit in Work Rehabilitation

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## Introduction

### Motivational Interviewing (MI) :

- An effective person-centered communication approach<sup>1</sup>

Poorly implemented due to :

- Its complexity & low usability<sup>2</sup>

A **Web-based training package** for the context of work rehabilitation practice has been developed, based on a logic model derived from evidence and experts in MI and work rehabilitation. Its usability remains to be established.

**Objective:** Document the usability with expert-clinicians for the context of work rehabilitation practice.



## Methodology

**Design:** Descriptive qualitative study

**Participants:** theoretical sample, 15-18 clinicians working in rehabilitation with a majority of MSD clientele

**Procedure:** Participants were asked to:

- 1) Complete the training
- 2) Perform a simulation with a standardized patient
- 3) Consult the results of a standardized analysis (MITI)<sup>3</sup> of their MI skills
- 4) Participate in a semi-structured individual interview, based on an interview guide to document the components of usability<sup>4</sup>

**Analysis:** Thematic analysis was carried out by two coders.

### Participants' Characteristics (n=19)

Profession	8 occupational therapists 5 kinesiologists 5 physiotherapist 1 counselor	University diploma	12/19
Age	24 to 55 (median 28)	Sex	14 females 5 males
Clinical setting	18 private 1 public	Experience in work rehabilitation	Mean 5.16 (SD 5.06)
Level of familiarity with MI	6 none to minimal 9 knows MI but does not use it in practice 4 knows and uses MI in current practice	Hours spent consulting the Web site	2 to 6 hours Mean 4.5 hours

### Global experience:

- 13/19 highly satisfied
- 5/19 mentions positive aspects indirectly
- Usable by the majority of participants
- No differences based on MI competencies and level of familiarity
- Web navigation easy for most



### Suggestions for improvement:

- Adding more examples/videos
  - Especially requested by physiotherapists
- Add information on how to limit sustain talk and cultivate change talk

## Results

### MI skills using MITI scores and levels of familiarity

Level of familiarity with MI	Cultivating change talk mean (mode)	Limiting sustain talk mean (mode)	Partnership mean (mode)	Empathy mean (mode)
None to minimal (n=6)	3.33 (4)	3.33 (4)	3.33 (4)	3.00 (2)
Knows MI but does not use it in practice (n=9)	3.44 (3)	3.22 (3)	3.56 (4)	3.11 (2)
Knows and uses MI in current practice (n=4)	3.75 (4)	3.25 (4)	3.50 (4)	3.50 (4)
All level of familiarity	3 (4)	3 (3)	3 (4)	3 (2)

### Modèle EM

⚠ Pour bien saisir le contexte d'application des ressources matérielles (outils), cliquez ici

Le modèle ci-dessous permet de naviguer dans la trousse. Si vous préférez, vous pouvez télécharger la version PDF du modèle.

Bloc 1

✖ Outils :

- OUVÉR
- DPD
- 3 échelles

↩ Activité/moyen 1 : Entretien dyadique

- 1.1 Faire évoquer au travailleur sa représentation de sa condition de santé.
- 1.2 Faire évoquer au travailleur ses valeurs, motivations (raisons) et ressources en lien avec le processus de retour au travail.
- 1.3 Vérifier auprès du travailleur s'il possède toutes les informations nécessaires pour définir son intention par rapport à son processus de retour au travail.

🎯 Effet 1

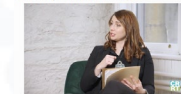
- Le travailleur se positionne par rapport à son processus de retour au travail.

### CAPRIT Trousse pour l'entretien motivationnel

en réadaptation au travail

Accueil Modèles Outils Activités Effets Illustration Quiz

#### Accueil



Sur une échelle de 1 à 10, 1 étant pas du tout et 10 étant complètement, quel est le niveau d'importance que vous accordez à retourner au travail



Bien c'est certain que de retourner au travail me permettrait de mieux gagner ma vie et j'imagine que ça veut aussi dire que je suis capable de refaire mes choses... Donc, pour cela, je dirais un 8.

## Discussion & Conclusion

- MI has been operationalized and deemed suitable for work rehabilitation practice
- Usability makes it possible to question users directly
  - Important to ensure that the product meets their needs: an essential for implementation<sup>5</sup>
- This study is a continuation of Park's et al.'s work<sup>6</sup>, in work rehabilitation practice
- **Next step** : to test its implementation in usual practice

## References

- <sup>1</sup> Miller & Rollnick (2013). Motivational interviewing: Helping people change.
- <sup>2</sup> Flodgren & Berg (2017). NIPH Systematic Reviews. In Motivational Interviewing as a Method to Facilitate Return to Work: A Systematic Review. Knowledge NIPH
- <sup>3</sup> Moyers, et al. (2014). Motivational interviewing treatment integrity coding manual 4.1 (MITI 4.1).<sup>4</sup> Brooke, J. (2011). SUS - A quick and dirty usability scale.
- <sup>5</sup> Lyon, et al. (2020). Leveraging human-centered design to implement modern psychological science: Return on an early investment. *American Psychologist*, 75(8), 1067.
- <sup>6</sup> Park, et al. (2018). Motivational interviewing for workers with disabling musculoskeletal disorders: results of a cluster randomized control trial. *JOOR*, 28(2), 252-264.