



**Certificate of Intensive Training  
in Motivational Interviewing  
Course Guide  
Spring 2017**

The course website to access all materials:

<https://umassmed.umassonline.net/>

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## Requirements for Course Credit

The checklist below will help you to keep track of all of the required course activities. In order to receive your certificate, you must complete all of the activities below.

|  | <b>What you need to do</b>   | <b>Due Date</b>                 |
|--|--|---------------------------------|
|  | <b>Course opens</b>  | <b>Monday, January 30, 2017</b> |
|  | View Lessons 1 and 2 and complete quizzes by                           | Monday, February 6, 2017        |
|  | Participate in Learning Lab 1 (2:30-4:30pm EST)                        | Tuesday, February 7, 2017       |
|  | Schedule and complete Acting Patient Encounter by                      | Thursday, February 16, 2017     |
|  | Complete Acting Patient Encounter Clinical Experience Questionnaire by | Monday, February 27, 2017       |
|  | View Lessons 3 and 4 & complete quizzes by                             | Monday, February 27, 2017       |
|  | Participate in Learning Lab 2 (2:30-4:30pm EST)                        | Tuesday, February 28, 2017      |
|  | Schedule & complete Coaching Session by                                | March 20 - March 31, 2017       |
|  | View Lessons 5 and 6 & complete quizzes by                             | Monday, March 20, 2017          |
|  | Participate in Learning Lab 3 (2:30-4:30pm EST)                        | Tuesday, March 21, 2017         |
|  | View Lessons 7 and 8 & complete quizzes by                             | Monday, April 10, 2017          |
|  | Participate in Learning Lab 4 (2:30-4:30pm EST)                        | Tuesday, April 11, 2017         |
|  | View Lessons 9 and 10 & complete quizzes by                            | Monday, May 1, 2016             |
|  | Participate in Learning Lab 5 (2:30-4:30pm EST)                        | Tuesday, May 2, 2016            |
|  | Schedule and complete Acting Patient Encounter by                      | Friday, May 12, 2017            |
|  | Complete Acting Patient Encounter Clinical Experience Questionnaire by | Monday, May 22, 2016            |
|  | Schedule & complete Coaching Session by                                | June 20 - April 3, 2017         |
|  | <b>Course Closes</b>   | <b>Monday, April 3, 2017</b>    |

**We will begin confirming that all elements of the course have been completed, and assembling CE documentation April 3. Please be sure that you have completed the requirements by that date.**

## Continuing Education Requirements

<http://www.umassmed.edu/cipc/motivational-interviewing/continuing-education/>

If you have questions regarding CEUs or CMEs you may email: [CITMI@umassmed.edu](mailto:CITMI@umassmed.edu)

## Course Overview

The Center for Integrated Primary Care at the University of Massachusetts is proud to offer this course in Motivational Interviewing (MI) designed for healthcare professionals. Participants who complete the

course are awarded a Certificate of Intensive Training in Motivational Interviewing. The curriculum is grounded in the literature describing effective MI training and is tailored to practitioners working in health settings.

The training consists of 10 online Lessons that can be viewed at the student's convenience. In addition, all students participate in scheduled, live, interactive Learning Labs. There are five Learning Labs, each two hours in duration. Learners have time in between the Learning Labs to integrate skills into their practice and build on these skills in subsequent Learning Labs. The Learning Labs include active strategies appropriate for adult learning and the development of a clinical competence. Learners will practice their skills, engage in discussions, and view demonstrations.

The training also includes individual practice of skills with a trained Acting Patient who will allow the learner to practice new skills in a safe and supportive environment. Each learner will receive written feedback on his or her strengths and opportunities for improvement. This feedback is provided using the Motivational Interviewing Treatment Integrity (MITI) coding system. In addition, each learner will receive two sessions of individual coaching with an expert in MI.

Developing competence in the practice of MI requires an investment of time. Our faculty has constructed this course with the goal of helping our students integrate new skills into practice. Each member of our faculty has extensive training in MI and all are members of the Motivational Interviewing Network of Trainers (MINT). For more information on MINT visit this website:

<http://www.motivationalinterviewing.org>

## Faculty

<http://www.umassmed.edu/cipc/motivational-interviewing/citmi-faculty/>

## Logging in to the Course

Here is a link to a brief video about logging in to Blackboard [CLICK HERE](#)

- a. Go to <https://umassmed.umassonline.net>
- b. Click on Need Your Password? Under the Blackboard Learn login area.
- c. Using Option 1, enter your first and last name and your username, which is the email address you used to register for the course. For example, when logging into Blackboard Learn, you will enter that full email address in the Username field (i.e., john.doe@gmail.com).
- d. You will be sent an email immediately which will allow you to set your password.
- e. Follow the instructions in the email to set your password.

Note - During registration, it is important to double check to make sure you've entered the right email address. Also for those using organizations/company's email addresses, there could be a spam filter that prevents you from receiving emails. Please be sure to check your junk mail to see if information on how to set your password has been filtered as a junk mail.

## The Video Lessons

The course includes 10 pre-recorded **Video Lessons** each approximately 60 minutes in duration. Students view Lessons online and should **complete 2 Lessons before each live Learning Lab**. Lessons are accessed through the course website.

### Lessons should be viewed on the following schedule

Complete Lessons 1 & 2 before Learning Lab 1

Lesson 1: Healthcare, Behavior Change, and MI (Ariel Singer)

Lesson 2: Defining MI (Sebastian Kaplan)

Complete Lessons 3 & 4 before Learning Lab 2

Lesson 3: Spirit of MI (Stephen Andrew)

Lesson 4: OARS (Ali Hall)

Complete CITMI Lessons 5 & 6 before Learning Lab 3

Lesson 5: Complex Reflections and Empathy (Kate Watson)

Lesson 6: Change Talk and Sustain Talk (Kathryn Brogan Hartleb)

Complete CITMI Lessons 7 & 8 before Learning Lab 4

Lesson 7: Responding to Sustain Talk and Discord (Peter Fifield)

Lesson 8: The 4 Processes (Denise Ernst)

Complete CITMI Lessons 9 & 10 before Learning Lab 5

Lesson 9: Change Planning (Joji Suzuki)

Lesson 10: MI: Theory and Evidence (Denise Jolicoeur)

## Technological Requirements - Lessons

We use UMass Medical School's Learning Management System, BlackBoard, to contain and deliver our courses.

### Supported Browsers

Blackboard supports four primary browsers.

[Run the browser checker](#) to see whether Blackboard Learn supports your browser and operating system.

To learn more about Blackboard's general browser support policy as well as information about Javascript, Cookies, and other software, see [Browser Support Policy](#).

These desktop browsers work best with Blackboard Learn 9.1 Service Pack (SP) 14.

- Firefox 24<sup>®</sup> and later
- Chrome™ 30 and later
- Safari<sup>®</sup> 6 and later

*Safari for Windows is no longer supported by Apple and is not supported for the new Blackboard Learn experience.*

- Internet Explorer® 9 and later

*Some configuration options for Internet Explorer may make certain features of Blackboard Learn difficult to use.*

## Downloading Readings and Handouts

A variety of readings, handouts, additional videos, and recommendations for online resources are provided for the course. Downloadable links to complete slide sets and the extra resources are posted with each module.

## Learning Labs

Students participate in the Learning Labs live via the internet using Zoom. These Learning Labs are not recordings; they include a combination of discussion, experiential learning, video, and demonstration.

Students should plan to participate in all five Learning Labs. If you have an unavoidable conflict you may miss one Learning Lab and still receive course credit.

## Technological Requirements - Learning Labs

For these live and interactive webinars, we will be using a free and simple to use webinar platform called Zoom. It downloads in a few seconds and can be used on desktop computers, laptops, tablets and smart phones—it is compatible with Mac and PC, iOS and Android. There is an app for smartphones that you can download as well.

[CLICK HERE](#) for a helpful video about how to join a Zoom meeting.

**If you will be joining the webinars from a computer that is behind very restrictive firewalls, you may need to download the Zoom software in advance with the help of your institutional IT department.**

We will send an invitation and a link to all registered students prior to each webinar—it should be a simple click to join. There will be a dial-in number so you can ask questions during the webinar (you will be muted when you join, and will need to “raise a virtual hand” in order for us to unmute your microphone so you can speak.) or if you don’t want to dial in or if you don’t have a microphone, you will also be able to type your questions/comments into a chat space.

If this sounds confusing, you can preview what a Zoom session looks like on their website:

<https://zoom.us/> You can also email us for help: [cipc@umassmed.edu](mailto:cipc@umassmed.edu)

## International Students

We have had numerous students around the globe taking our online courses. You shouldn't have any difficulties viewing the course or the embedded videos, but please let us know if you do and we'll try our best to troubleshoot the issue and get it resolved quickly. A strong broadband connection to the internet will be needed as there are many videos that will need to load and play.

For calling into live webinars, please be sure to have a good connection and that you know what charges your carrier will exact for international calls. We do provide a list of international call-in numbers that are toll-free, but there may be additional charges that apply. Be sure to check your calling plan before dialing in.

If you have questions regarding the technology email Jodie Martineit at:

[jodie.Martineit@umassmed.edu](mailto:jodie.Martineit@umassmed.edu)

## Acting Patient Encounters

All students will complete a scheduled telephone encounter with an Acting Patient between online workshops 1 and 2 and again after online workshop 5. Each Acting Patient Encounter will be 20-30 minutes in duration. These will be audio-recorded by the Acting Patient. These recordings are work-samples that will serve as the foundation for individualized training and feedback for each participant in the course.

## Scheduling your Acting Patient Encounter

You will find a link to the scheduling calendar on the course website.:

Once you reach that calendar page, click on:



Select one of the two available Acting Patient Encounters. Each Acting Patient has different availability for times. If you cannot find a time that works for your, look at a different schedule. The image below illustrates what your choices will look like:

### **Acting Patient Encounter - Smoking**

This 20 - 30 minute acting patient encounter will focus on work with a patient who is thinking about quitting smoking.

**Duration: 30 minutes**

Reserve time

### **Acting Patient Encounter - Hypertension**

This 20 - 30 minute acting patient encounter will focus on work with a patient who is contemplating behavior changes to manage high blood pressure.

**Duration: 30 minutes**

Reserve time

### **Selecting an Acting Patient Role**

When you schedule an Acting Patient Encounter you will decide whether or not you would like to speak with a patient about his or her cigarette smoking or if you will speak to a patient about managing high blood pressure. For your first encounter you may choose either role. For your second encounter you must choose the role that you did not choose for your first encounter. In this way you will practice an interaction with each patient role by the time you complete the course.

### **On the day of your Acting Patient Encounter**

The Acting Patient will call the number you provided when you booked your appointment. You will be called at the time the appointment is scheduled to begin. Our Acting Patients are paid by the Center for Integrated Primary Care. They have experience in helping health care professionals develop patient counseling skills. Each of them is trained to pretend to be a patient.

When they call you they will explain who they are pretending to be and how you should approach the phone call. We encourage you to speak to them for 20 - 25 minutes. This is designed to be a supportive and realistic encounter designed for your learning. The Acting Patient will record your phone call and will share that recording with the coder and coach for the course.

### **Following your Acting Patient Encounter**

Immediately following your Acting Patient Encounter you will complete a self-evaluation of your work using the Clinical Experience Questionnaire. Please read the next page for directions completing Clinical Experience Questionnaire.

If you have difficulty scheduling your Acting Patient Encounter, or if you need to reschedule your Acting Patient Encounter, you should email for assistance at: [CITMI@umassmed.edu](mailto:CITMI@umassmed.edu)

## **Self-Evaluation (Clinical Experience Questionnaire)**

The Clinical Experience Questionnaire is a self-evaluation of your Acting Patient Encounter. You will answer 16 questions that will take you less than 5 minutes to complete. Your responses to these questions are helpful in individually tailoring the training you will receive. The responses will be shared with the Coach for use during your Coaching and MITI Feedback Session.

Immediately, after you have completed your Acting Patient Encounter by phone you must complete the Clinical Experience Questionnaire. You can access the questionnaire in the course module list on the website:

<https://umassmed.umassonline.net/>

**To receive credit for the course it is important that you complete the Clinical Experience Questionnaire immediately after each Acting Patient Encounter.**

If you have difficulties accessing or completing the Clinical Experience Questionnaire you should email for assistance at: [CITMI@umassmed.edu](mailto:CITMI@umassmed.edu)

The CEQ was developed by the [MIC Lab](#) at the Karolinska Institute.

## Motivational Interviewing Treatment Integrity Coding

Each audio-recorded Acting Patient Encounter will be sent automatically to a trusted coding laboratory that will review the session and rate it using the Motivational Interviewing Treatment Integrity (MITI) coding system. The MITI is the preferred tool for evaluating Motivational Interviewing training and research. The coding lab will provide a summary of the participant's performance using the MITI, as well as written narrative feedback. You will receive this feedback by email, typically 3-4 weeks after your Acting Patient Encounter.

Remember that you will have an opportunity to ask questions about your MITI feedback during your Coaching and MITI Feedback session. If you have additional questions or concerns about your MITI feedback you may email: [CITMI@umassmed.edu](mailto:CITMI@umassmed.edu)

## Coaching and MITI Feedback Sessions

### Scheduling your Coaching and MITI Feedback Session

Access the link for scheduling in the course module list on the website.

The Coaching and MITI Feedback session will be a 1-on-1 telephone call with one of our faculty members who will provide you with feedback about your Acting Patient Encounter. This telephone call will last 25-30 minutes.

You will be notified when you can return to the website below to book your Coaching and MITI Feedback session:

**Do not wait until you receive your coding results before scheduling your Coaching and MITI Feedback session.**

Find the section on the website that looks like this and click:

[Book Now!](#)

## Coaching and MITI Feedback Session

This will be a 25-30 minute phone call with Ali Hall, the coach for the CITMI course.

**Duration: 30 minutes**

Reserve time

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Then select this option and book your appointment:

### **On the day of your Coaching and MITI Feedback Session**

The coach will call the number you provided when you booked your appointment. You will be called at the time the appointment is scheduled to begin. Our coach is paid by the Center for Integrated Primary Care. She has extensive experience in MI training. This is designed to be a supportive learning experience. You are encouraged to share your specific interests in developing your MI competence with the coach.

If you have questions about scheduling, or if you need to reschedule, your Coaching and MITI Feedback session you should email for assistance at: [CITMI@umassmed.edu](mailto:CITMI@umassmed.edu)

## Course Evaluations

In order to offer continuing education credits for this course, we must receive feedback on the Learning Labs and the Lessons. Please take a moment to complete all surveys.

We carefully review your responses to these surveys to inform the improvement of the course. We greatly appreciate you taking the time to complete the surveys.

If you have questions or concerns about the course evaluations you should email for assistance at: [CITMI@umassmed.edu](mailto:CITMI@umassmed.edu)

## Questions and Support

For general questions or difficulty accessing the course or the Learning Labs email: [CITMI@umassmed.edu](mailto:CITMI@umassmed.edu)