

**Open and honest conversations are the foundation of understanding your patient’s experience**

Some patients speak freely about their HAE symptoms, while others may underreport symptoms because they have become accustomed to the burden and only describe experiences that deviate from their “new normal.”<sup>1</sup> In these circumstances, you may need to probe more deeply to uncover how your patient is really doing.

Motivational interviewing strategies can encourage patients to share the impact of their disease more transparently.

**The technique**

Motivational interviewing is a method to increase motivation through the resolution of ambivalence.<sup>2</sup> Research in the primary care setting shows that these strategies result in an average of 10% to 15% added benefit in patient outcomes.<sup>3</sup>

The overall spirit of motivational interviewing is collaborative, evocative, and honoring patient autonomy.<sup>2</sup> General motivational interviewing skills center on establishing rapport and eliciting patient values.<sup>3</sup> These are often captured with the acronym **OARS**. A general rule of thumb is to ask an open-ended question, followed by 2-3 reflections.<sup>2</sup>

<p><b>Ask Open-ended questions</b></p> <ul style="list-style-type: none"> <li>• The patient does most of the talking</li> <li>• Gives the healthcare provider the opportunity to learn more about what the patient cares about (eg, their values and goals)</li> </ul>	<p><i>Example:</i></p> <p>“Can you tell me about how your HAE may be impacting your daily activities and quality of life?”</p> <p>vs</p> <p>“Are you concerned about mild attacks?”</p>
<p><b>Make Affirmations</b></p> <ul style="list-style-type: none"> <li>• Can take the form of compliments or statements of appreciation or understanding</li> <li>• Helps build rapport and validate and support the patient</li> <li>• Most effective when the patient’s strengths are noticed and affirmed</li> </ul>	<p><i>Example:</i></p> <p>“I appreciate that it took a lot of courage for you to discuss the trade-offs you’re making due to your HAE.”</p> <p>“You appear to have a lot of resourcefulness to have coped with these trade-offs.”</p>
<p><b>Use Reflections</b></p> <ul style="list-style-type: none"> <li>• Involves rephrasing a statement to capture the implicit meaning and feeling of a patient’s statement</li> <li>• Encourages continual personal exploration and helps people understand their motivations more fully</li> <li>• Can be used to amplify or reinforce desire for change</li> </ul>	<p><i>Example:</i></p> <p>“While you don’t experience major attacks often, you still have mild attacks that you have generally accepted. These mild attacks, and the trade-offs you make to avoid attacks, are negatively impacting your daily activities and quality of life. And you don’t want to make so many trade-offs.”</p>
<p><b>Use Summarizing</b></p> <ul style="list-style-type: none"> <li>• Links discussions and check-ins with the patient</li> <li>• Ensure mutual understanding of the discussion so far</li> <li>• Point out discrepancies between the person’s current situation and future goals</li> <li>• Demonstrates listening and understanding the patient’s perspective</li> </ul>	<p><i>Example:</i></p> <p>“If it’s okay with you, let me check that I understand what we’ve been discussing. You’re restricting your physical activities to avoid attacks, and you sometimes ‘work through’ mild attacks while you’re at work. You don’t want to make so many trade-offs in your daily life with HAE. How am I doing?”</p>

**References:** **1.** Jain G, Walter L, Reed C, O’Donnell P, Troy J. How do patients and physicians communicate about hereditary angioedema in the United States? *PLoS One*. 2021;16(12):e0260805. doi:10.1371/journal.pone.0260805 **2.** Hall K, Gibbie T, Lubman DI. Motivational interviewing techniques – facilitating behaviour change in the general practice setting. *Aust Fam Physician*. 2012;41(9):660-667. **3.** Searight HR. Counseling patients in primary care: evidence-based strategies. *Am Fam Physician*. 2018;98(12):719-728.

