

E-learning „Motivational Interviewing“

A useful tool to improve the skills and competence of communication?

The Aim of the online course

Online courses are a simple and rapid way to impart useful knowledge. The motivational interviewing (MI) is an effective way of communication to invite and to encourage the patient to talk about change of behavior. It is patient-centered and low invasive at the same time. Offering this method independently from time and space appears suitable to make practitioners familiar with MI. This could increase the utilisation of this technique in the daily practise.

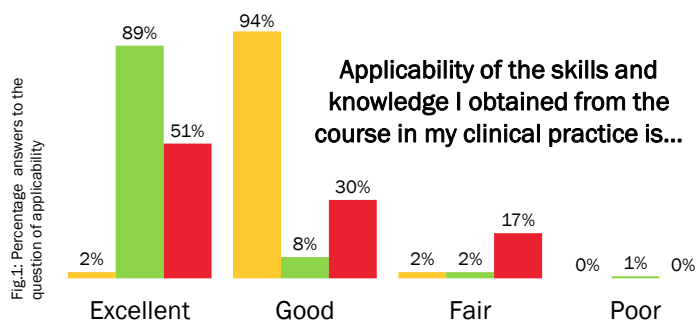
The Evaluation

In 2014 and 2015 the online course was available in English and in German. The participants were asked to evaluate the course after the execution. 17 questions were to answer.

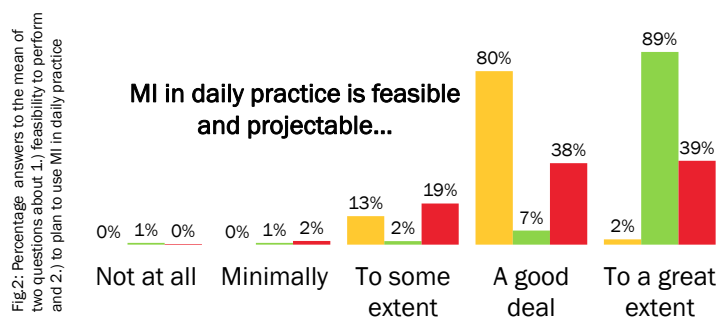
607 participants from 24 countries took part in the evaluation.

Three professions with a little different view at the course

Four professions and one non-specific group („others“) left their feedback, but only three of them were enough in numbers to draw meaningful conclusions: medical students **MS** (N=84), physicians in specialist training **PST** (N=123) and general practitioners **GPs** (N=355).



MS and **PST** rated the applicability of the skills and knowledge higher than **GPs** (**PST** more excellent). More experienced professionals (**GPs**) evaluated the applicability more critically.



Young doctors (without specification), **MS** and **PST**, attested the MI a greater feasibility and more often planned to use the MI in their daily practise than **GPs**. In this point the **PST** were also more optimistic than the **MS**.

It seems that the benefit from the online course is higher for **MS** and **PST** than for **GPs**.

Supplementary notes on the most essential yields

Free text notes were summarized to 17 clusters. The most frequent clusters were (a) „self reflection“ (137/562), (b) „practical examples“ (130/562), (c) „patient motivation“ (79/562), (d) „videos“ (77/562), (e) „interactivity“ (69/562), (f) „simple and practical use“ (64/562) and (g) „great tool for students“ (62/562). **MS** and **PST** mentioned the didactics of the course^(b, d, e, g) more than **GPs**. Whereas **GPs** pointed out self reflection^(a) and (h) „reinforcement of my current way of communication“ more frequently than the **MS** and **PST**.



Fig.3: A word cloud from all free text supplementary notes to the question about „The most essential yield of the course for me was...“

Conclusion

It seems that an e-learning course on MI has got the biggest benefit for medical students and doctors-in-training (**MS**, **PST**). They attest the course more applicability and feasibility, they more often plan to use MI in daily practise after having taken the course and they recommend the course as a great tool for students (and also nurses). More experienced professionals (**GPs**) use the course rather for reflecting or reinforcement their of own communication.

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