



# Be Well: Thriving with Diabetes

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Module 3: Problem Solving and Talking to your Doctor

# Today's Agenda

- Home Practice review.....15 min
- Problem-solving skills.....10 min
- IDEA Approach.....30 min
- Communication challenges.....15 min
- Tools for communication with care providers.....30 min
- Personal care plan.....15 min
- Summary of Today's Lesson.....5 min

# Problem-Solving Skills

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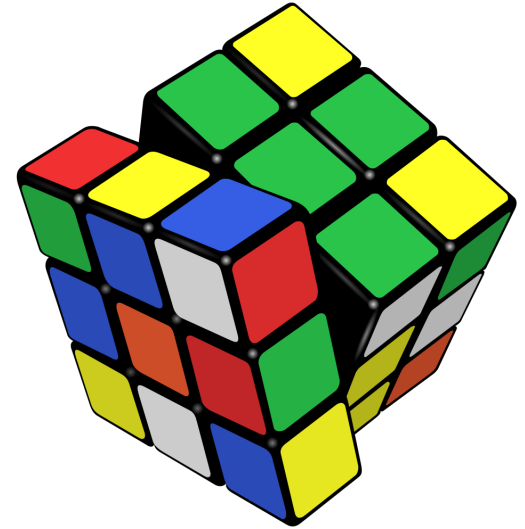
# We all have problems

- Problems are a natural part of life
- Every person is different
  - Diabetes is a life-long health problem
- Problem solving skills will help you overcome barriers



# What is problem solving?

- Processes used to find solutions:
  - Talk about a situation in your life that causes you concern
  - Think about choices that you should make
  - Decide on the best solution
  - Apply to a situation to solve the problem



# The IDEA Approach

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# What does IDEA stand for?

- Think IDEA when you need to solve a problem:
  - I = Identify the problem
  - D = Define possible solutions (list as many as possible)
  - E = Evaluate the solutions (list all pros and cons)
  - A = Act on the best solution
- See Visual 1 and Visual 2 in your binder...



# IDEA Approach: the “I” in IDEA

- STEP 1 - IDENTIFY THE PROBLEM
  - What is the problem?
  - What is keeping you from doing or getting what you want?





# IDEA Approach: the “D” in IDEA

- STEP 2 - DEFINE POSSIBLE SOLUTIONS
  - Think of all of the possible ways to solve the problem
  - Do not judge them—just write them down



# IDEA Approach: the “E” in IDEA

- STEP 3 - EVALUATE THE SOLUTIONS
  - List the pros and cons of each solution



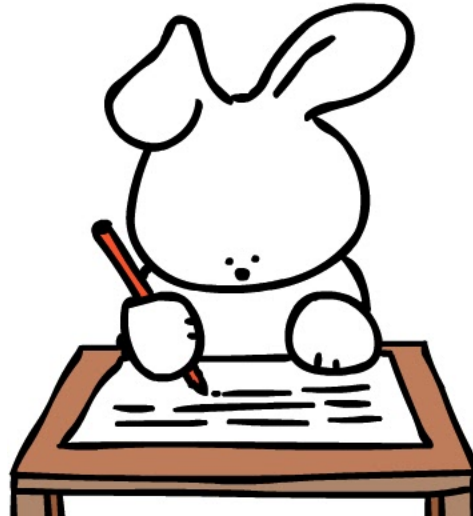
# IDEA Approach: the “A” in IDEA

- STEP 4 - ACT ON THE BEST SOLUTION
- Your best solution may be the one with the most positives and the fewest negatives. Solution number 2 looks like it might have the best trade-off in pros and cons. So this may be the solution that you try first.



# Let's practice using the IDEA Approach to a problem...

- Use Visual 3/Handout # 1 in your binder...



# Challenges Communicating with your Provider

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# Why is communicating with a healthcare provider important?

- Communication → better health management and maintenance
- Everyone responds to medications a bit differently
- You will have better understanding of what to expect
- Trust
- **It's not always easy to communicate, but it is important for your health!**



# Reasons why it might be difficult to communicate with healthcare providers

- Time: never enough!
- Language
  - Different languages (i.e. language barriers)
  - Medical terms
- Emotions
  - Fear/frustration
  - Differing values/priorities

# Tools for Communication with Healthcare Providers





# Common Key Questions/Concerns...

- Home glucose monitoring results
- Managing highs and lows
- Test results and what they mean
- Referrals and community resources
- Options for treatment
- Complex care: managing pain, mood, energy, medication side effects, and co-existing conditions
- What should I do if I get sick?

# Questions and concerns to discuss with your provider

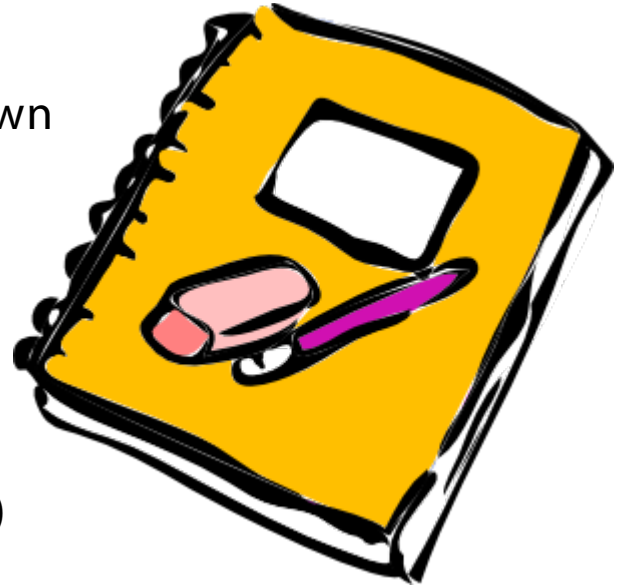
- What questions or concerns do YOU want to talk about with your provider?



# Tools for Effective Communication with Healthcare Providers

## Tools:

1. Prepare for your visit: write your priorities down
  2. Take Notes – or have a support person scribe
  3. Share Information
  4. Ask Questions
  5. Repeat Back
  6. Take a Copy of your Care Plan Home
  7. Schedule your Next Visit (bring your calendar)
- See Visual 5 in your binder...



# Tools for Effective Communication with Healthcare Providers

- Tool # 1: Prepare
  - Prepare for your visit by thinking about what concerns or questions you would like to discuss.
  - Write your questions or concerns down to help remember them during your visits and make sure they are covered.
  - Some people find it helpful to bring a support person to the visit.

# Tools for Effective Communication with Healthcare Providers

- Tool # 2: Take Notes
  - Take notes during or right after the visit, or ask your support person to keep notes
  - Writing it down = less likely to forget!

# Tools for Effective Communication with Healthcare Providers

- Tool# 3: Share Information
  - Tell your health care team what you are experiencing with your health and your treatments.
  - More information → alternative solutions

# Tools for Effective Communication with Healthcare Providers

- Tool # 4: Ask questions
  - If you realize that something they said doesn't make sense, you can ask them to clarify, slow down and say it again, or write it down for you.
  - Asking questions → better understanding of your health and care

# Tools for Effective Communication with Healthcare Providers

- Tool# 5: Repeat Back
  - Repeat back what the health care provider has told you
    - Example: "Let me make sure I got this right."



# Tools for Effective Communication with Healthcare Providers

- Tool # 6: Take a Copy of your Care Plan Home
  - Ask for a copy of your plan (After Visit Summary)
  - Written down = less likely to forget important points of your visit!

# Tools for Effective Communication with Healthcare Providers

- Tool # 7: Schedule your Next Visit
  - Bring your calendar or appointment book with you to schedule the next visit if possible
  - Benefits of scheduling now
    - One less thing to remember to do in the future
    - More likely to get your preferred date

# Let's have a discussion!

- Handout # 3
- What might you say to the clinician to make a change that is reasonable and acceptable in the following scenario?



# Scenario 1—Medication-related side effects

- Maria is prescribed metformin for her diabetes, which she finds is helping to manage her blood sugar better. But since starting metformin she has been feeling tired, dizzy, and nauseous. Sometimes she doesn't want to take metformin because her stomach also hurts too much. Her doctor said she is doing well controlling her diabetes with metformin, but Maria is still worried about continuing the medication. She wants to talk to her doctor about her concerns at her next appointment, but is worried that her doctor will refuse to make a change or will brush off her concerns.

## Scenario 2—Financial hardship

- Eric has depression and diabetes. To stay healthy, he knows it is important to manage his mood. He has been taking a medication called Zoloft that helps his depression, but he is still struggling a bit. His doctor told him that another medication called Abilify may help him feel even better if he takes it with Zoloft. But when Eric gets to the pharmacy, he finds out that the even with his Medicare the new medication will cost \$300 a month. He cannot afford this and does not get the new medication. A month later he goes in to see his clinician for his 50 usual checkup. He is embarrassed to say that he did not get the new medication, yet wonders if there are some other options that are more affordable.

# Personal Care Plan

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# Put your skills to use now!

- Recap of what we've discussed so far with diabetes:
  - Making healthy changes
  - Solving problems
  - Communicating to our health care providers about our needs
- Handout # 4: Personal Care Plan for a Healthy Mind and Healthy Body
  - Pick one or two stress or mental health goals
  - Pick one or two diabetes goals

# Summary of today's lesson

- What did you all learn today?
- Anything new or surprising?
- What are you looking forward to learning more about or working on for yourself?



# Summary of today's lesson

- Problem-solving
  - The IDEA Approach
- Challenges to communication with providers
  - Why communication is important
  - Barriers to communication and effective tools to overcome those barriers (Visual 5)
- Personal Care Plan