

# Meaningful Conversations About Diabetes

Session Six  
Diabetes 101 Education Series

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## Objectives

1. Understand the emotional impact of being diagnosed with diabetes
2. Learn about the *Spirit of Motivational Interviewing*
3. Useful tools and tips of communicating with clients and motivating them to make healthy changes.
4. Know where to access resources regarding Motivational Interviewing and therapeutic communication



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## Emotional impact of diabetes



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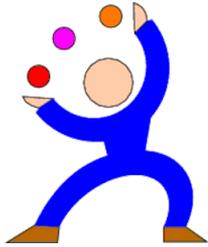
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### Self Management

- Eating healthy
- Physical activity and exercise
- Weight loss or maintenance
- Medication
- Hypoglycemia
- Self monitoring blood glucose
- Foot care
- Mental Health
- High risk activities: Smoking or alcohol



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### Self Management



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### Self Management Education

.....any educational processes that provide individuals with the knowledge and skills to inform decisions and increase their capacity and confidence to apply these skills in daily life situations. Canadian Diabetes Association (2018)



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## Special Considerations

- Diabetes distress
- Negative attitudes
- Cultural influences and practices
- Isolation
- Coping skills
- Health literacy



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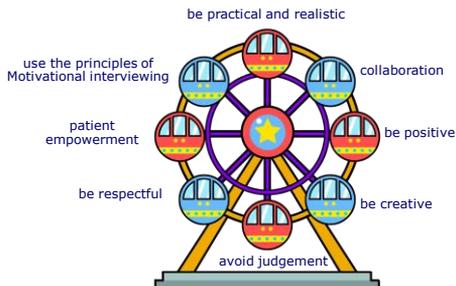
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## Key principles of Self Management Education



Steinberg, M. Clinical Perspectives on Motivational Interviewing in Diabetes Care. Diabetes spectrum 2011 Number 4, 24-231-233



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## Motivational Interviewing

**Motivational interviewing** is a collaborative counseling strategy that engages people in conversation that guide them toward strengthening their motivation to change behaviours.

-Marc Steinberg MD, FAAP



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### The Righting Reflex

Telling the client how they should change or the urge to tell your client the solution to their issue.

"You should exercise more"



"You should eat healthier foods"



"You should come to see me more often"



"You should monitor your blood sugar more regularly"



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### Spirit of Motivational Interviewing

**Goal:** To foster a positive collaborative relationship and environment to influence the client to make healthy changes decisions.

The Spirit of MI is a mix of good communication and empathy to influence the client to make changes for the better.



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### Collaboration



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## MOTIVATIONAL INTERVIEWING TOOLS



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### Motivational Interviewing Tools

**O.A.R.S**

- ✓ **Open Questions**- facilitates discussion and *change talk*
- ✓ **Affirmation**- focus on strengths, celebrate small success
- ✓ **Reflections**- repeat or paraphrase
- ✓ **Summaries**- summarize the visit the plan. **Active Listening**

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### Steps to Motivational Interviewing

- 1. Ask Permission**  
"Do you mind if we discuss...?"  
"Can we talk about...?"
- 2. Listen**  
"Tell me about..."  
"What makes you think it might be time to change...?"
- 3. Summarize**  
"It sounds like..."  
"What I hear you saying..."  
"Many people report that..."  
"That is not unusual..."
- 4. Invite**  
"Do you mind if we talk about...?"  
"Are you interested in learning more?"  
"What would you like to see different about...?"

<http://www.guidelines.diabetes.ca/docs/resources/handy-guide-to-motivational-interviewing.pdf>

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### S.M.A.R.T goals

- **Specific**
- **Measurable**
- **Achievable**
- **Realistic**
- **Timely**



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### Positive Outcomes!

- Improved control of blood sugars in the short term
- Improved quality of life
- Encourages *change talk* while maintaining a trusting relationship with client
- Increases capacity for taking medications and self management....
- And **thereby reducing risks for diabetes complications!**



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### Take away points

- Language and the **manner** which you communicate is **powerful**
- Learning Motivational Interviewing (MI) takes time
- The Spirit of MI promotes **trusting relationship** between the Health Care provider and the client which is **KEY** to successful outcomes
- Change can be a challenge for most- "roll with resistance"
- Motivational interviewing is a helpful technique to improve communication around client self management and promoting health behaviours



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## Helpful Resources

Psychosocial aspects of diabetes with Bill Polonsky

<https://cme.ucsd.edu/psychosocialdiabetes/>

Diabetes Canada Website

<http://www.guidelines.diabetes.ca/docs/resources/handy-guide-to-motivational-interviewing.pdf>

Take the SME Challenge

<http://guidelines.diabetes.ca/self-management/sme-challenge>

My Diabetes Action Plan: <http://guidelines.diabetes.ca/self-management/sme-action-plan>

Center for motivational interviewing

<https://centrecmi.ca/>

Canadian Diabetes Guidelines 2018

Available to purchase or download from the Diabetes Canada website



## Overview of Diabetes 101 Series

- What is Diabetes? – January 23, 2019
- Diabetes Complications – February 28, 2019
- History Plays a Part in our Health Today – March 7, 2019
- Diabetes Prevention and Management: Nutrition 101 – March 21, 2019
- Diabetes Prevention and Management: Physical Activity 101 – April 11, 2019
- **Meaningful Conversations** – April 25, 2019
- **Diabetes Prevention and Management: Medications 101** – May 9, 2019
- **Diabetes in Special Populations: Diabetes in Pregnancy** – May 23, 2019
- **Diabetes in Special Populations: Diabetes and Youth** – June 6, 2019



## Questions?



**Thank you for Watching  
Meaningful Conversations in Diabetes!**

- Please fill out the Attendance and Evaluation forms for your site. The forms can be found on [www.fntr.ca](http://www.fntr.ca).
- This information helps us plan additional sessions or new series.
- Please send by fax to 780-495-7338 or scan and email to [marie.caluttung@canada.ca](mailto:marie.caluttung@canada.ca)
- Join us on May 9, 2019 for Medications 101.



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