

Best Phrase Activity

During the initial session, the healthcare professional goes over traps for the Care Partner to avoid when trying to support the patient, and then provides tips on how to effectively support the patient while still respecting their autonomy.

To reinforce these tips, the healthcare professional facilitates this activity that engages both patient and Care Partner. This document contains the script for the activity, the slide displayed during the activity, the key to the correct phrases that is color-coded to indicate which tip the phrase exemplifies, and the content of the cards.

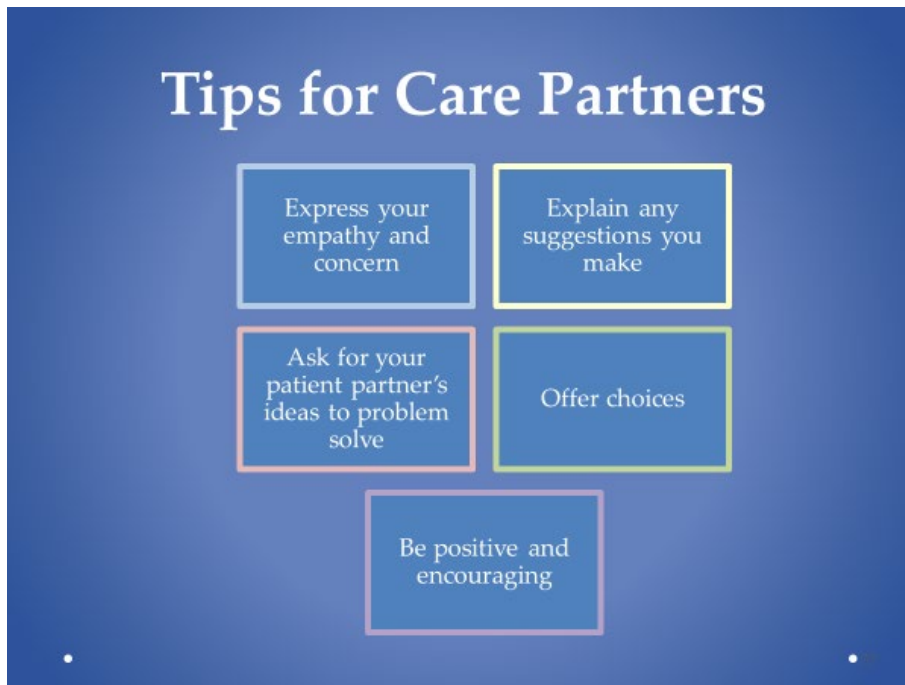
Best Phrase Activity Script (extracted from page 17 of full initial session script):

To review what we just went over, we're going to do activity. Each of you, please choose two cards of different colors. Your job is to read both sides of your card aloud and then decide, based on what we've gone over, which side/phrase seems like it would be most helpful to the person with diabetes.

Give them cards with the "DO" topics that they chose (topics are color-coded). If they both choose the same topic, give each of them another card for another topic.

When they choose correctly: what is the Care Partner doing right in this example?

Slide displayed during activity:



Answer Key for Coach

Express empathy and concern	NOT
I imagine it's not pleasant to have to stick your finger every day.	Why do you have to make such a big deal out of this?
Your sugars have been high this week. I am concerned about you.	Your sugars have been high this week. When are you going to get your act together?
Offer choices	NOT
Do you want to help with the grocery list this week?	We're not going to buy those double-stuffed Oreos anymore.
How can I help you get ready for your doctor's appointment?	You'd better not forget to bring anything the doctor will want to see.
Would you like to walk the dog with me after breakfast, or walk her another time of the day?	We are going to walk the dog together after breakfast.
Ask for patient's ideas to problem solve	NOT
It seems like you've been feeling sick for 3 days now. What do you think you should do next?	Have you been laying here for 3 days? Why haven't you called the doctor yet!?!?
This is the second time that you have run out of your medicine. What could you do to make sure you don't run out in the future?	This is the second time that you have run out of your medicine. I have come up with a plan so that you never run out again.
That is really up to you. But I am here to help – Do you want to talk through some ideas?	I don't know why you don't take care of yourself. You know you need to cut down on the junk food. I don't get why you won't do what your doctor says.
Explain suggestions you make	NOT
I remember the doctor explaining that having the flu can make your sugars go up even if you're not eating much. I think you should check your sugar more often today.	You need to check your sugar more often today.
it's best to start small with a new exercise and slowly build up the time or distance. That way, your body gets used to the exercise, and you're more likely to stick with it.	You think you're going to just start walking five miles a day? That's crazy.
Be positive and encouraging	NOT
Two months ago you could only walk down the street and back. Now you can go around the block.	Your neighbor has diabetes and she is walking in the 5K next week – too bad you can't make it that far yet.
That's great that you've made checking your blood sugar part of your routine. This is a key step to getting your sugars under control.	So, yes, now you check your sugars every morning, but there's a lot more you need to do.



I imagine it's not pleasant
to have to stick your
finger every day.

Don't make such a big deal
about pricking your finger - I'm
sure it's not that bad.



Your sugars have been high this week. I am concerned about you.

Your sugars have been high this week. When are you going to get your act together?



Do you want to help with the
grocery list this week?

We're not going to buy those
double-stuffed Oreos anymore.

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How can I help you get ready
for your doctor's appointment?

You'd better not forget to bring
anything the doctor will want to
see.



Would you like to walk the dog with me after breakfast, or walk her another time of the day?

We are going to walk the dog together after breakfast.



It seems like you've been feeling sick for 3 days now. What do you think you should do next?

Have you been laying here for 3 days? Why haven't you called the doctor yet?!?



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have run out of your medicine.
What could you do to make
sure you don't run out in the
future?

This is the second time that you
have run out of your medicine. I
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I don't know why you don't take care of yourself. You know you need to cut down on the junk food. I don't get why you won't do what your doctor says.



I remember the doctor explaining that having the flu can make your sugars go up even if you're not eating much. I think you should check your sugar more often today.

You need to check your sugar more often today.



It's best to start small with a new exercise and slowly build up the time or distance. That way, your body gets used to the exercise, and you're more likely to stick with it.

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