

Welcome!



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Today's Session

➔ Introduction

- Patient's diabetes health information
- 3 risk reduction strategies
 1. Action Plans to change health habits
 2. Find Useful Roles for Care Partners
 3. Get more out of healthcare
- The CO-IMPACT program



guidelines



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My Role as Coach



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a few questions....



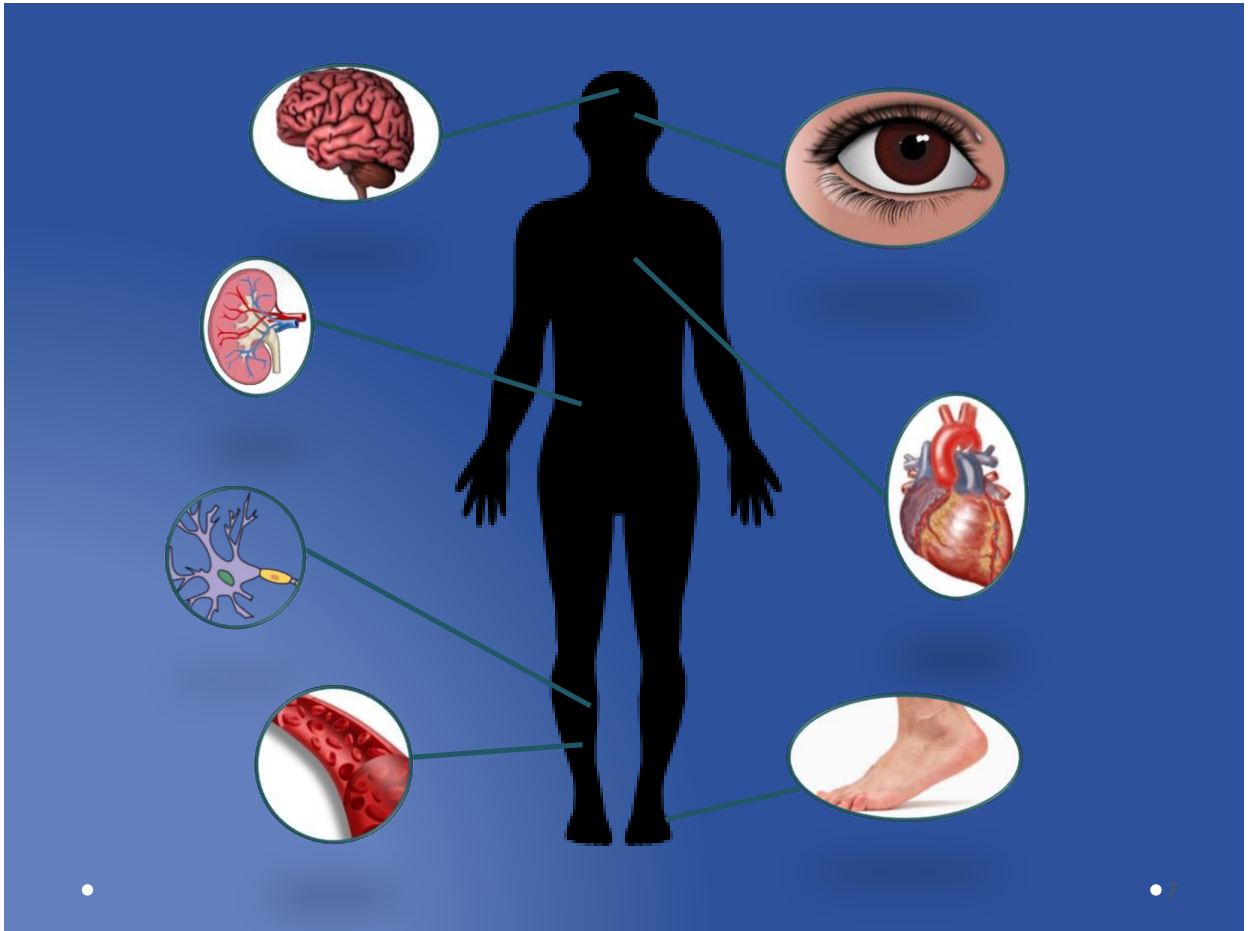
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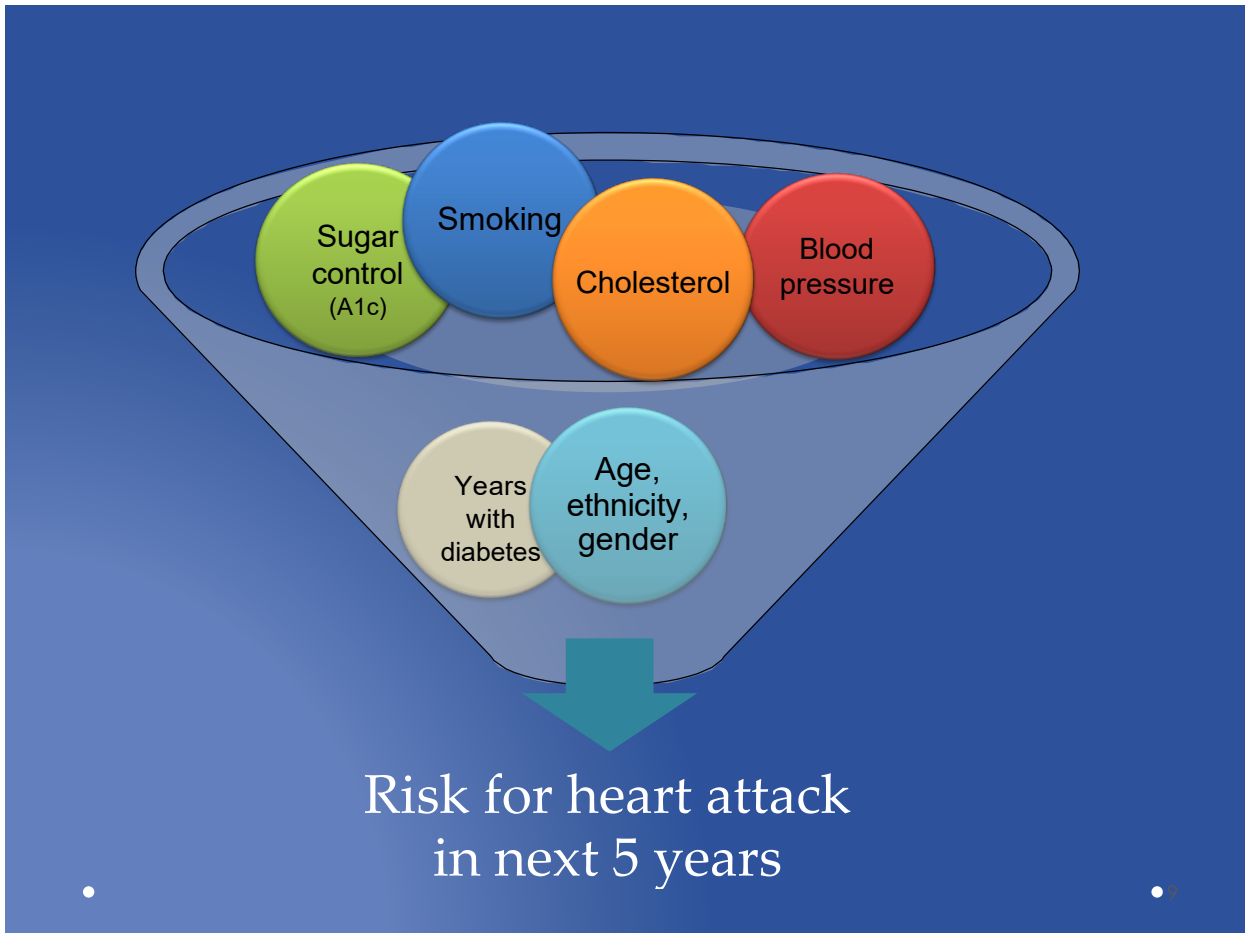


Health Summary Sheet



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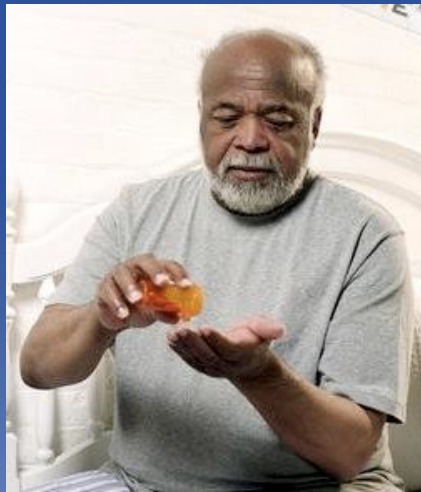
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Meet Jim.

For Jim, which goal is likely
more important?

•

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I will try to lose weight so I have more energy to bowl with my buddies.

I will try to lose weight because my neighbor tells me it's an important part of diabetes management.

•

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Marry Madonna... Win the lottery...
Buy the Empire State Building



“Am I aiming too high?”





**Big
Goal**

smaller goals





Meet Camille

For Camille, which is
more likely to be

achievable?



I will never miss another dose of medicine
from now on.

I'll get a pill box and fill it up each
weekend and I'll remember my
medicine doses, at least on weekdays



I will start by walking around the block after dinner at least 3 days per week.

I'll run a marathon like my neighbor did.



BE SPECIFIC

What?

When?

Where?

How often?





Meet Tom.

For Tom, which plan is
SPECIFIC?

•

• 23



I'll smoke less.

Over the next two weeks, I will try smoking just 5 cigarettes per day, and I will use nicotine gum to help curb cravings.

•

• 23



I will check my feet every day
before I go to bed.

I'll check my feet more often.



How's it going?

- Celebrate and savor successes!
- Learn from your efforts and adjust your plan
- Keep at it



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Care Partners



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Talk weekly about diabetes

2016 MAY						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

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Getting the Conversation Flowing

Try asking
open-ended
questions

What's going on with
your diabetes care now?

What are you most
concerned about this
week?



Getting the Conversation Flowing

What we
should we
talk about?

Action Plans

Call Summaries

Visit Summaries

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No one can manage their diabetes perfectly



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Be Positive



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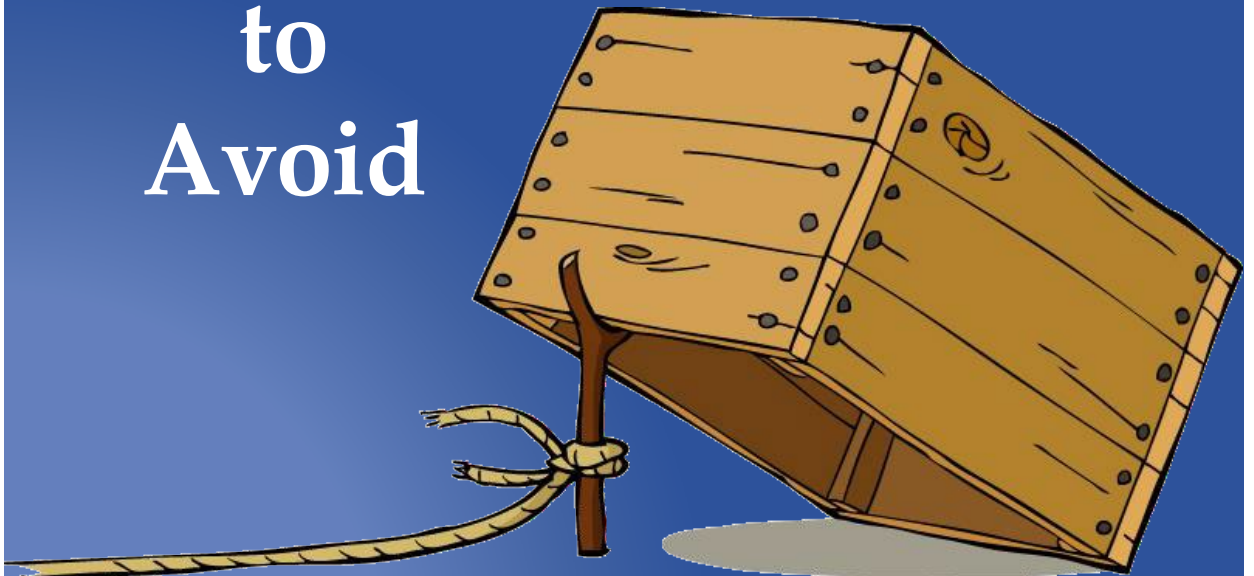
smaller goals



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Traps to Avoid



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As a Care Partner, beware of...

Being
overprotective

Taking
responsibility

Telling partner
what to do

Criticizing or
being
judgmental

Using guilt

Ignoring or
downplaying
symptoms



Tips for Care Partners

Express your
empathy and
concern

Explain any
suggestions you
make

Ask for your
patient partner's
ideas to problem
solve

Offer choices

Be positive and
encouraging



Other Ways to Care Partners Can Help

- Set a good example
- Learn the signs
- Attend diabetes classes
- Offer to attend doctor visits





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Q: Can you name the types of people you've met on your Primary Care team?



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Q: Can you name the types of people you've met on your Primary Care team?

You and
your family



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Q: Can you name the types of people you've met on your Primary Care team?

Nurse Care Coordinator Primary Care Provider You and your family Clinical Associate

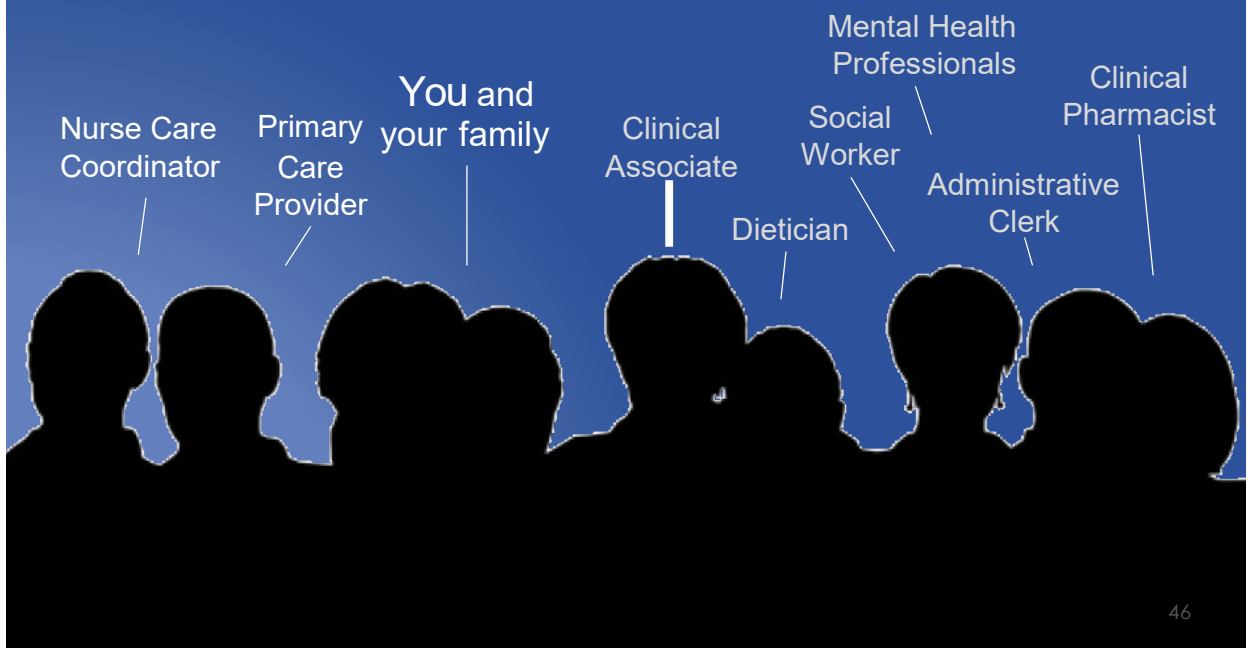


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Q: Can you name the types of people you've met on your Primary Care team?



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When should you call your Primary Care team ?



When should you call your Primary Care team ?

What are my test results?

Can you remind me what my doctor said at my appointment?

My blood sugar readings seem too high.

How do I get this done?

My symptoms aren't getting better.

I have a question about my medicine.



When should you
call your Primary
Care team ?

Whenever you
have a concern or
question!





“I’m prescribing a squiggly line, two slanted loops,
and something that loops like a P or J.”

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Being an
active
member of
your
healthcare
team



Better
healthcare



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A hand holding a piece of white chalk is shown writing the words "Helpful Tips!" on a black chalkboard. The text is written in a white, slightly irregular, hand-drawn font. The chalkboard is framed by a thin brown border. In the bottom right corner of the chalkboard, the number "52" is faintly visible.

Helpful Tips!

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Be prepared



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Consider bringing your Care Partner



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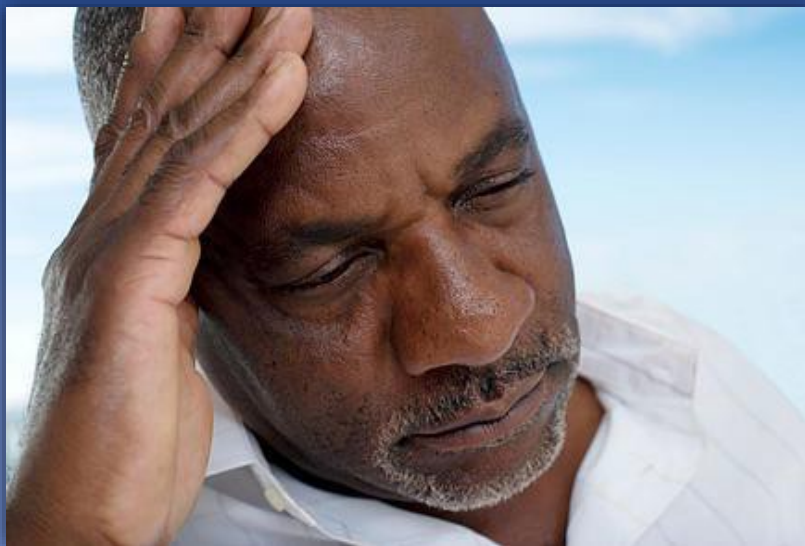
Ask questions at the start



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Don't downplay things



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Listen



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- Ask for explanations
- Make sure you both understand



•

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Help Primary Care Team understand Care Partner's role



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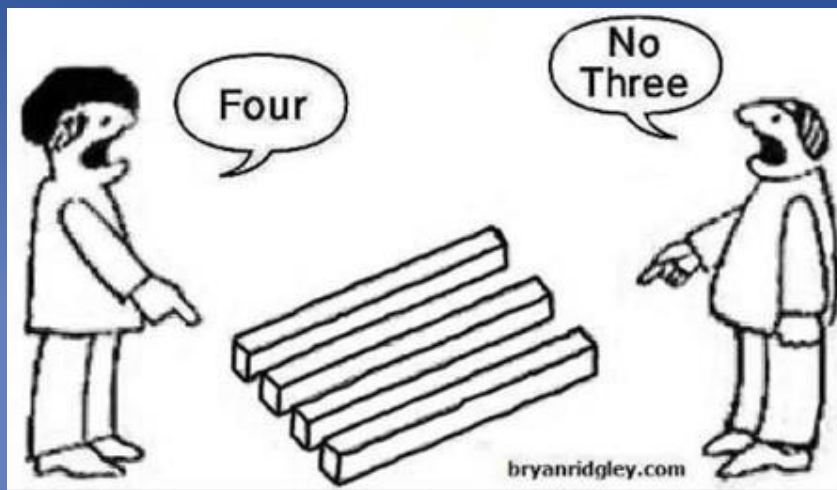
Patient Partner leads



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If you disagree...



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After Appointments

- Discuss what happened
- Plan to follow-through



Summary



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