

Patient - Care Partner Teamwork

Guidelines for weekly talks

It is helpful if the two of you talk regularly about the patient's diabetes care, either on the phone or in person. We recommend that you talk once a week so that you can go over the report from the patient's most recent CO-IMPACT automated call and any action plans the patient tried in the last week. Below are some guidelines for your weekly talks.

1. Try talking about diabetes care on the same day of the week and at the same time of day. This will help you both establish a routine.
2. Try to focus on the patient's health care for at least 10 minutes.
3. Over the course of a week, although you may talk about other family matters, what's in the news, or other interests you share, be sure to reserve a regular time to review the recent diabetes call summary or visit summary.
4. Make sure that you don't feel rushed.
Try to focus your full attention on the conversation without being distracted by other things such as children, work, or television. Some people find that making a written list of things you want to cover before the conversation can be helpful.



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Tips for Patient Partners: Talking with Care Partners About Health

- ◆ **These conversations are meant to focus on how YOU are doing with your diabetes self-care.**

Even if it feels a little uncomfortable at first, it is important to focus on your own health rather than other things that you both might like to discuss. After you've reviewed your health assessments and talked about your diabetes self-care, you can move on to other topics. Remember, your Care Partner has agreed that this is important.

- ◆ **Remember that your Care Partner is trying to help.**

Even if you don't always agree with advice your Care Partner gives, try to listen carefully and be respectful.

- ◆ **No one can manage their diabetes perfectly.**

Everyone misses medications or eats things they probably shouldn't from time to time. It is very important to be as honest as possible with your Care Partner about how you are doing. Even if you are a little embarrassed or worried that they'll be disappointed, try letting your Care Partner know about the things that might not be going so well. Your Care Partner is there to help!

- ◆ **Do your best to come up with ideas and solutions to problems on your own, and then discuss them with your Care Partner.**

YOU are the best person to know what will and what won't work, but sometimes it can be helpful to talk through the options with someone. If you don't know what to do, don't worry. You and your Care Partner can work on it together.

- ◆ **Agree on action plans with your Care Partner and try them out.**

Try to be honest if you have doubts about your ability to follow-through on ways to meet your goals and come to an agreement with your Care Partner about

what might be best to try. If things don't work out, you can discuss why it didn't work the next time that you talk and make a change of plans.

See the *Action Planning* section in this handbook for information, tips and examples about action planning.