Phases of Diabetes Care

National Center for Health in Public Housing (NCHPH)

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What Do Need to Do to Improve Diabetes Care

What are the causes of failure treatment?

What potential Solutions have put in place?

How NCAs can help in the process?

Patients

Facility
Phases of Diabetes Care

- Pre-Visit
- Intra-Visit
- Post-Visit
Pre-Visit Preparation

STARTS AT THE END OF THE CURRENT VISIT

SCHEDULE NEW APPOINTMENT

EXAMS
Pre-Visit Preparation

- Proactively identify patients due for diabetes visits
- Reminders
- Diabetes educators
- Prepare patients (diabetes encounter forms)
- Team huddles
Intra-Visit

- Diabetes Flow Sheets
- Patients Concerns and Questions are Addressed
- Counsel Patients
Counseling Patients

Transtheoretical (Stages of Change) Model

- Precontemplation
- Contemplation
- Preparation
- Action
- Maintenance
Frames for Addressing Health Risk Behavior

- Feedback about Personal Risk
- Responsibility of Patient
- Advise to Change
- Menu of Options
- Empathy
- Self-Efficacy Enhancement
Do we really Need new ways to helping people with diabetes improve their self-care?

NHANES and Diabetes Care: How are you doing?

Over 22 years of NHANES surveys 98.5% to 81.2% of people with Diabetes were not reaching healthy goals
Why don’t people do what we tell them to do?

Reactance – When Freedoms drift away people reach out to hold onto them tightly

Ambivalence – Our Internal Committee

It cost a lot to change

Depression, substance abuse, mental or cognitive issues
Even we can inhibit Change

Discord (arguing for change)

The Righting Reflex (telling people what we think they should do)
Helpful Signs
Tell us When We Resort to the RIGTHING REFLEX

- Working persuasively without permission
- As we attempt to “install change” we are working harder than the patient
Post-Visit

- After Visit-Summary
- Education Materials
- Referrals (specialists/community Resources)
- Medication Management
- Inter-Visit Communications:
  - Care Coordinators
  - e-Communication