



# Phases of Diabetes Care

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# What Do Need to Do to Improve Diabetes Care



What are the causes of failure treatment?



Patients



Facility



What potential Solutions have put in place?



How NCAs can help in the process?

# 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

# Motivational Interviewing

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