

Phases of Diabetes Care – Diabetes Issues

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?



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



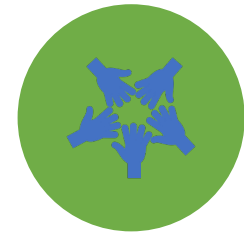
REMINDERS



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