

Behavior Change: Moving from Compliance to Collaboration

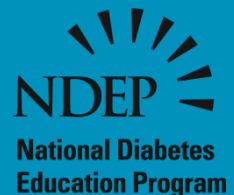
National Diabetes Education Program Webinar

Wednesday, September 19, 2012

1-2 PM EDT



National Diabetes Education Program
www.YourDiabetesInfo.org • 1-888-693-NDEP (1-888-693-6337)
A joint program of NIH and CDC



Webinar Presenters

Martha M. Funnell, M.S., R.N., C.D.E.

Research Investigator, Department of Medical Education,
University of Michigan, Former NDEP Chair

Joanne Gallivan, M.S., R.D.

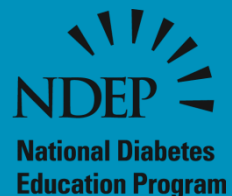
Director, National Diabetes Education Program



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National Diabetes Education Program

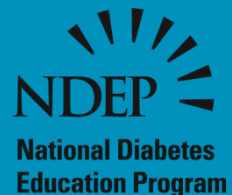
- US Department of Health and Human Services program jointly sponsored by:
 - National Institutes of Health
 - Centers for Disease Control and Prevention
 - With over 200 public and private partners
- Seeks to reduce the burden of diabetes in the US by facilitating adoption of proven approaches to prevent or delay the onset and progression of diabetes and its complications.



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Objectives

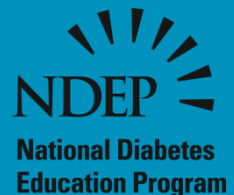
- **Identify strategies and approaches** to support patient-centered behavior change
- **Discuss challenges and opportunities** for addressing patient-identified concerns, diabetes distress, and behavior change in patient encounters
- **Introduce and review NDEP's Diabetes HealthSense tool** which provides easy access to psychosocial and behavioral resources for both clinicians and patients



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Webinar Logistics

- All lines are muted
- Two ways to ask questions during Q&A period:
 1. Click the “raise hand” icon and we will call your name and unmute your line allowing you to ask your question.
 2. Type your question: We will read your question aloud during the question and answer period.



Behavior Change: Moving from Compliance to Collaboration

Martha M. Funnell, M.S., R.N., C.D.E.

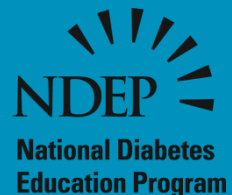
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Ms. S



- Type 2 diabetes
- A1C is 9.4%
- BMI is 29
- On metformin and glyburide
- Rarely monitors glucose levels
- Frequently does not keep appointments
- Always promises to do better

Back in
the day...

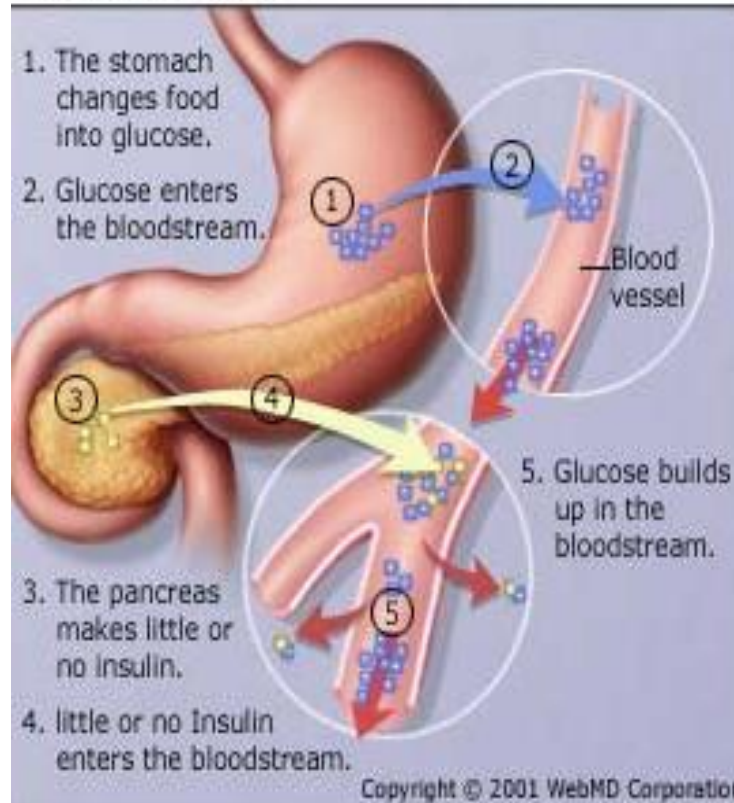


Diabetes Education



Diabetes Education

Type 1 Diabetes



MANAGING DIABETES IS AS SIMPLE AS ABC:

A

A1C Below 6.5%

- The A1C test reflects your blood glucose control over the past few months.
- Work with your doctor to have your own personal A1C goal.
- Every 1% above 6% elevates the risk for diabetes complications.
- Your blood glucose will stay lower when you exercise and restrict calorie intake.



B

Blood Pressure Below 130/80

- Up to 60% of people who have diabetes also have high blood pressure.
- High blood pressure can cause heart attack, stroke, and kidney disease.
- Blood pressure stays low when you reduce sodium in your diet and follow the DASH diet.



C

Cholesterol in Check

- The LDL goal for most people is below 100.
- The HDL goal for most people is above 40.
- If you have diabetes you are more prone to cholesterol abnormalities and heart disease.
- LDL or "bad" cholesterol can clog your blood vessels and cause heart attack or stroke.
- HDL or "good" cholesterol helps remove cholesterol from your blood vessels.
- LDL stays low when you eat less saturated fat and cholesterol from animal foods.
- HDL stays high when you exercise, eat fish and soluble fiber and live a healthy lifestyle.

- Very little understanding or focus on the impact of diabetes on patients lives
- Message was:
“It's easy to control diabetes” rather than **“it's not easy but it's worth it”**

Behavioral
Strategy:
“You
should!”



Behavioral
Strategy:
“Do it for
me.”



But they
didn't





- Patients were labeled as non-compliant, non-adherent and unmotivated
- Patients were blamed for poor outcomes
- Expected patients to view diabetes as their top priority and change their lives in order to manage diabetes

Felt Responsible

No Control

Persuasion



Resistance

Noncompliance



Frustration

Give-Up



Frustration

Just try harder



At the Helm – in time of need

Noncompliance

Different Goals



Who's to
blame?



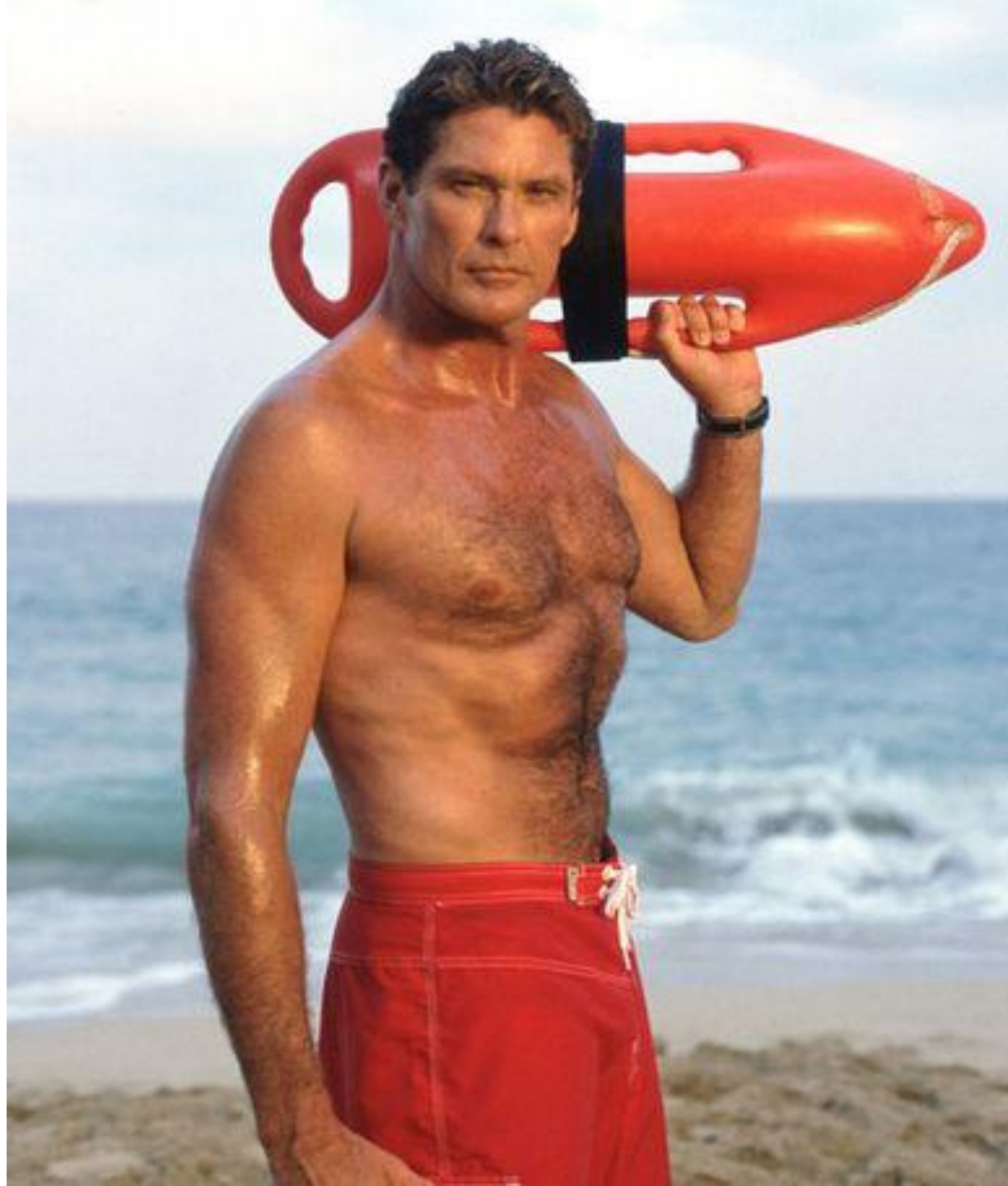
Not patients



Not
health care
professionals



Acute Care
Approach to
a Chronic
Disease



Chronic Disease Care





- Patients provide 99% of the care
- They are therefore the final decision-makers
- Knowing what is best for diabetes, is not the same as knowing what is best for that patient

DAWN





- Diabetes self management is less than optimal
- Self-management problems are due in large part to psychosocial problems which are common but rarely treated
- 85% reported severe distress at diagnosis; 43% continued to experience these feelings (mean=15 years)
- Access to team care and communication between patients and professionals is associated with better outcomes
- Initiatives to address psychosocial needs must have a high priority in order to improve outcomes

Skovlund SE, Peyrot M. The Diabetes Attitudes, Wishes, and Needs (DAWN) Program: A New Approach to Improving Outcomes of Diabetes Care. *Diabetes Spectrum*. 2005;18(3):136-142.

Empowerment



Empowerment



- Helping people discover and use their own innate ability to gain mastery over their diabetes
- Diabetes is self-managed and I am the “self”
- You can teach me, but you can’t make me. I have to make myself.

What can we do?

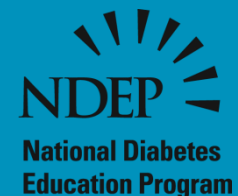
- Better understand patient and provider points of view
- Learn effective strategies to better support our patients



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DSME



DSME

The overall objectives are to support:

- Informed decision-making
- Self-management
- Problem-solving
- Active collaboration with the health care team
- Improved clinical outcomes, health status and quality of life

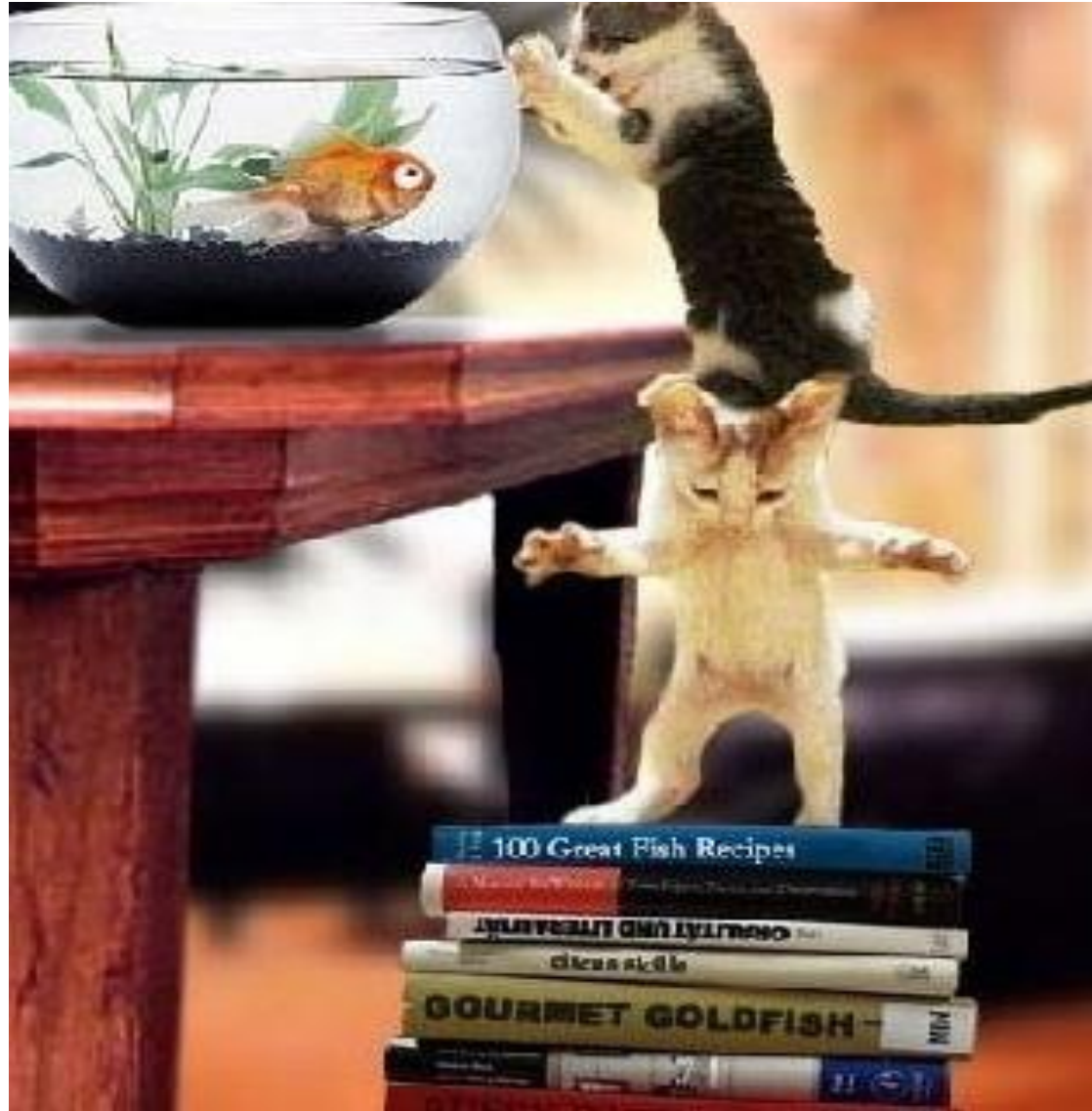
(ADA 2012)



Psychosocial



DSMS



Behavior



Collaboration for Change

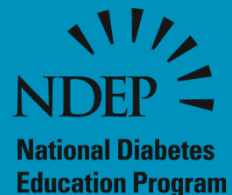
- Health care professionals are asking patients to make changes
- People believe making changes helps
- People are trying to make and sustain changes
- People are struggling with the demands of diabetes, diabetes-related distress and knowing how to do all that is needed



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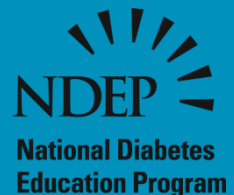
NDEP Behavior Change Resources

Joanne Gallivan, M.S., R.D.

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NDEP's Support for Behavior Change Initiative

The Challenge

How to effectively facilitate self-care and behavior change, and address psychosocial issues

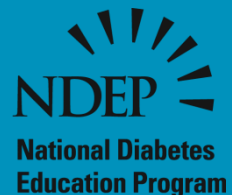
- Assist people with and at risk for diabetes to make behavior changes
- Assist health care professionals, businesses and organizations who work with populations to support behavior change



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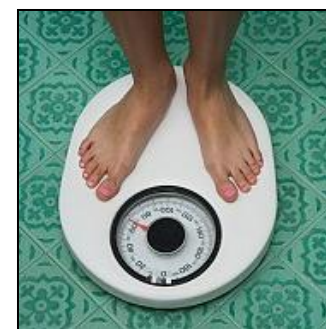
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Diabetes HealthSense provides easy access to:

- Resources that support people with diabetes and those at risk for the disease in making lifestyle changes and coping with the demands of diabetes
- Resources for health care professionals to help facilitate lifestyle changes in their patients

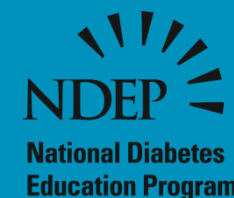
www.YourDiabetesInfo.org/HealthSense



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Diabetes HealthSense

Resources for living well

[HealthSense Home](#) [Make a Plan](#) [Health Care Professionals](#) [Submit a Resource](#) [About HealthSense](#)

Help Me

Select one:

- [Eat healthy](#) +
- [Be active](#) +
- [Manage my weight](#)
- [Cope with stress and emotions](#)
- [Set goals and stay organized](#) +
- [Stop smoking](#)
- [Prevent diabetes-related health problems](#)
- [Check my blood glucose](#)
- [Take my medicine](#)

I Am A

[Age](#)

[Type of Resource](#)

[Language](#)

You are here: [NDEP Home](#) > [Resources](#) > [Diabetes HealthSense](#)

Search HealthSense by title or keyword [Go](#)

Diabetes HealthSense provides easy access to resources to help you live well and meet your goals—whether you have diabetes or are at risk for the disease.

Live well. Eat healthy. Be active. *It's not easy, but it's worth it.*

Use the options on the left to find resources to help you get started.

NDEP | Managing Type 2 Diabetes
Share
More info



Sorcy Apostol
Managing Type 2 Diabetes

Managing Type 2 Diabetes

Sorcy has changed her family's eating and activity habits to help manage her diabetes—and to prevent the disease in her daughters.

0:18 / 2:57
CC
Settings
YouTube

1 2 3 4 5

Watch or download more videos from NDEP

Make a Plan

Change begins with just one step. Make a plan to achieve your goals.



Health Care Professionals

Find research articles and resources for facilitating behavior change in your practice.

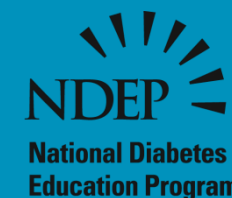
[Research articles](#) >
[Patient resources](#) >



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Help Me

Be active

[Walking programs](#) 

I Am A

[Person with diabetes](#) 

Age

[Older adult \(60+\)](#) 

Type of Resource

Select one:

[Tracking tools](#)

[Printable documents](#)

You are here: [NDEP Home](#) > [Resources](#) > [Diabetes HealthSense](#)

[Start Over](#)

Search HealthSense by title or keyword

[Go](#)

1-3 of 3 results

1 | [View All](#)

View by: [Resource Name \(A-Z\)](#)  [Go](#)

[Print this list](#) | [+ Link to this list](#)

America on the Move

 Registration Required

American on the Move is an evidence-based nonprofit dedicated to helping you take small steps and make small lifestyle changes for a healthier way of life. This website will help you improve your health and quality of life through healthful eating and active living. Includes an online community, articles on making healthy choices, and more.

[En español](#) 

America on the Move (AOM)

dLife

On this website you'll find everything there is to know about staying healthy and living well with diabetes. Learn how to manage your blood sugar, treat highs and lows, and avoid diabetic complications. Get inspired by people with diabetes achieving great things, and find practical help with the everyday issues you face in your home, workplace, and beyond.

dLife

Make a Plan

Change begins with just one step. Make a plan to achieve your goals.



Health Care Professionals

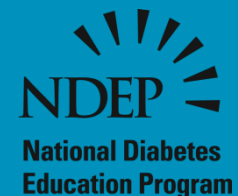
Find research articles and resources for facilitating behavior change in your practice.

[Research articles](#) >

[Patient resources](#) >



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NDEP Lifestyle Change Videos

- A series of three to five minute videos focused on helping people make lifestyle changes and cope with the demands of diabetes
- Feature people living with diabetes and NDEP partners and experts
- Available on Diabetes HealthSense and can be shared from NDEP's YouTube channel



NDEP | The Lasting Impact of Gestational Diabetes
ndepgov 835 views 3 months ago

Sandra's history of gestational diabetes increases her future risk for developing diabetes and her son's risk for obesity and type 2 diabetes. She and her family take steps...



NDEP | Making Changes Isn't Easy. But it's Worth It
ndepgov 428 views 10 months ago

Making changes in how you care for your health is a matter of trying and learning. It's all about choosing a goal and working toward it. Making a plan and taking the first...



NDEP | Preventing Type 2 Diabetes
ndepgov 533 views 7 months ago

Getting the whole family involved in becoming more active and making healthy food choices can make it easier to lose weight and prevent type 2 diabetes.



NDEP | Partnering with Your Diabetes Care Team
ndepgov 179 views 10 months ago

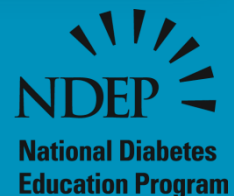
Your health care team is a resource to help you manage your diabetes. Find ways to work with your team so you can successfully manage your disease.



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You are here: NDEP Home > Resources > Diabetes HealthSense > Make a Plan

Just One Step

Make a Plan

Getting started. If you are dealing with a health issue such as diabetes, you may find that you struggle at one time or another. You're not alone. Making changes in how you care for your health is a matter of trying and learning. It's all about choosing a goal that's right for you and working toward it.

[Español](#)

Here are some questions to help you get started.

Choose how to make your plan:

Start now.
Fill out the form online and
print your completed plan *

OR

Save for later.
Save or print a blank plan
that you can fill out later



PDF

* To protect your privacy, we do not save or store your answers. Closing this window will delete your answers.

What's hardest about caring for my diabetes?

Example: I want to exercise more to help me lose weight. I feel guilty and bad about myself when I don't.

Think about what is important to your health. What

Why is this important to me?

Health Care Professionals

Find research articles and resources for facilitating behavior change in your practice.

[Research article >](#)

[Patient resource >](#)



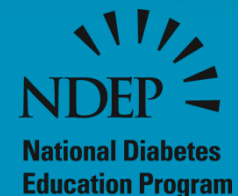
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National Diabetes MONTH



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Diabetes HealthSense

Resources for living well

[HealthSense Home](#) [Make a Plan](#) [Health Care Professionals](#) [Submit a Resource](#) [About HealthSense](#)

You are here: [NDEP Home](#) > [Resources](#) > [Diabetes HealthSense](#) > [Health Care Professionals](#)

Health Care Professionals

When patients are successful at making changes in their behaviors, health outcomes improve.



Let Diabetes HealthSense help you help your patients identify their priorities, set goals, and think through the steps necessary to achieve those goals—putting them on the path to success.

Diabetes HealthSense provides easy access to resources that support people with diabetes and those at risk for the disease in making lifestyle changes and coping with stress and negative emotions. Diabetes HealthSense also includes resources to facilitate behavior change in your practice. Let Diabetes HealthSense help you help your patients live well—whether they have diabetes or are at risk for the disease.

Find Research Articles

Click [here](#) to find research articles on the science of behavior change and psychological health.

Resources for You and Your Patients

Visit the [Diabetes HealthSense homepage](#) to find resources to help you help your patients manage their diabetes more effectively. Or, explore the selection of resources for health care professionals and patients below:

Make a Plan

Change begins with just one step. Help your patients in making a plan to achieve their goals.



Health Care Professionals

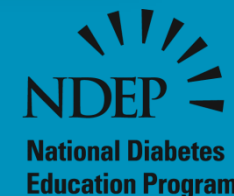
Find research articles and resources for facilitating behavior change in your practice.

[Research articles >](#)

[Patient resources >](#)

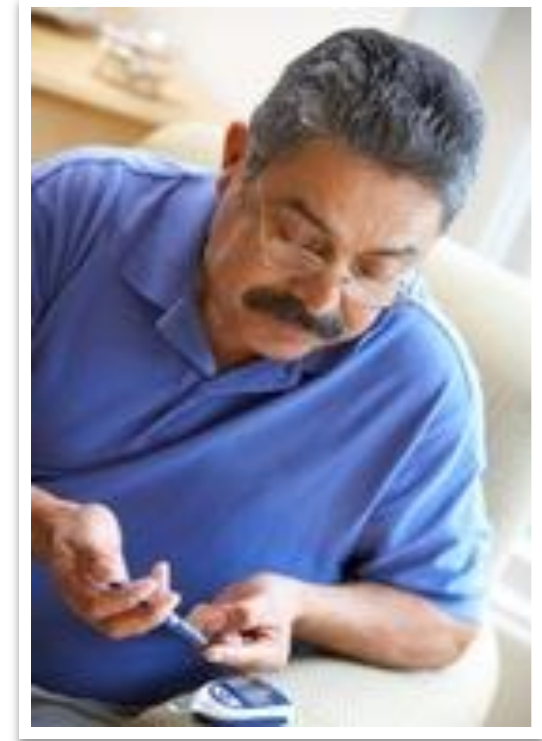


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Xavier

- Wants to lose some weight
- Has a hard time “sticking with it”
- Really doesn’t like to exercise





Get Started Today ▶

Info for
Family & Friends

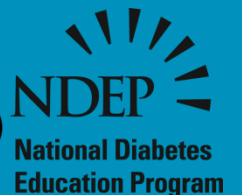
Info for
Organizations

Info for
Health Professionals

1 2 3 4 5 Pause



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The Winters Family

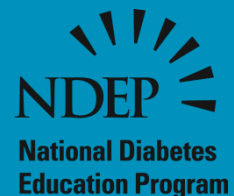
- Mother recently diagnosed with prediabetes
- Concerned about her own and her children's future health



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Eat Smart. Play Hard.

- **Behaviors:** healthy eating, physical activity
- **Audience:** parents, child caregivers
- **Source:** USDA Food and Nutrition Service



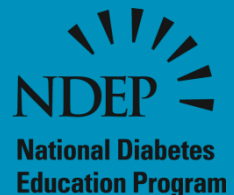
www.fns.usda.gov/eatsmartplayhardhealthylifestyle



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Dr. Armstrong

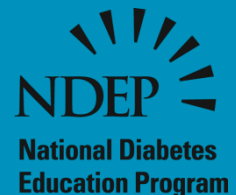
- Busy health care professional
- Wants to help patients be effective with self-management



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AIM to Change: Encouraging Fitness for All

Home Page > Clinical & Research > Public Health > AIM-HI > Continuing Medical Education (CME) > AIM to Change: Encouraging Fitness for All

AAFP

LOG IN: ID Number, Last Name/Password, Remember Me, Log-in Help

SEARCH: Advanced Search

Navigation: About Us, News & Journals, Members, CME Center, Clinical & Research, Running a Practice, Policy & Advocacy, Careers

CONTINUING MEDICAL EDUCATION (CME)

- [Putting Nutrition Science to Work in Family Medicine](#)
- [Overcoming Barriers to Better Fitness](#)
- [AIM to Change: Encouraging Fitness for All](#)**
- [Healthy Steps to Treating Childhood Obesity](#)
- [Foods That Foster Healthy Hearts](#)
- [Patient-Centered Approaches to Better Fitness](#)
- [Motivating Healthy Behaviors](#)

AIM HI
Americans In Motion - Healthy Interventions

AIM to Change: Encouraging Fitness for All

LEARNING OBJECTIVES

Participants will learn to:

1. Make system and culture changes to promote the three components of fitness.
2. Approach every patient encounter as an opportunity to engage in a fitness conversation.
3. Utilize behavioral counseling techniques to open a dialogue.
4. Reinforce a long-term commitment to improving health and making lasting changes.
5. Use the *AIM to Change* resources to move patients toward better health.
6. Maximize reimbursement for treatment and management of conditions related

Printer-friendly Version, Email this Page

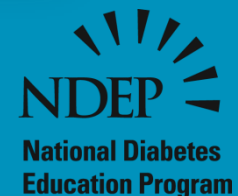
Ready, Set, FIT!

is for fitness

Order free books



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Your GAME PLAN to Prevent Type 2 Diabetes: Health Care Provider Toolkit

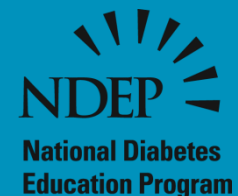
- **Behavior:** weight management, physical activity
- **Source:** National Diabetes Education Program



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GAPS in Diabetes HealthSense Resources

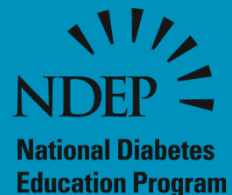
- Depression
- Diabetes-related distress
- Technology and remote technology applications
- Post-GDM



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National Diabetes Month Landing Page

www.YourDiabetesInfo.org/DiabetesMonth

You are here: [NDEP Home](#) > [Partners & Community Organizations](#) > National Diabetes Month

In This Section

- > Partner Spotlight
- > **National Diabetes Month**
- > Diabetes Alert Day
- > Guidelines for Partner Collaborations
- > Bring Diabetes Information to Your Community
- > NDEP Logos and Banners
- > Campaigns
- > NDEP NEWS & NOTES
- > NDEP Partnership Network
- > Executive Committee
- > Operations Committee
- > Stakeholder Groups
- > Strategic Directions Group
- > Task Groups
- > State-based Diabetes Prevention and Control Programs

Diabetes Topics:

Select Topic

Find Publications for Me

Age

Diabetes Status

Ethnicity/Race

Language

[Privacy Statement](#)

0 0

November is National Diabetes Month

Our Partners are Changing the Way Diabetes is Treated

It's common to feel overwhelmed, sad, or angry when you are living with a chronic disease such as diabetes. Many people know WHAT to do to improve their health, it's figuring out HOW to do it and fit it into their daily routine that's challenging. For example, people know that being physically active can help them lose weight. But do they know how to take the necessary steps to become more physically active and keep it up over time?

In observance of National Diabetes Month, NDEP and its partners are Changing the Way Diabetes Is Treated by working together to help people better understand HOW to make the necessary changes in their day-to-day life in order to prevent type 2 diabetes, manage their diabetes to prevent complications, and live healthier lives.

Tools to Help People Change

NDEP has packaged its tools that help people make the changes they need to live healthier into the "Make a change to live well" box. Share this content by:

- Linking to this page on your website or in your social media messages.
- [Adding this widget to your website by copying and pasting this code onto your site.](#)
- [Linking to National Diabetes Month on our Facebook page.](#)

Make a change to live well

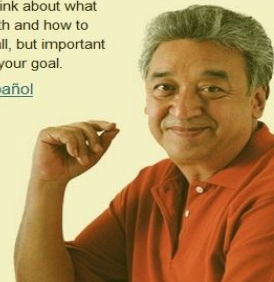
Do you need to make a change to prevent type 2 diabetes or manage diabetes-related health problems? We have tools that can help. Choose a tab below based on what you need.

Make a Plan

This tool can help you think about what is important to your health and how to make a plan to take small, but important steps to help you reach your goal.

["Haga un plan" en español!](#)

TIP:
Discuss how your plan is working for you each time you visit your health care team.



Partners and health care providers: [Add this box to your website.](#)

Help Us Promote National Diabetes Month

- 1 Add the "Make a change to live well" box to your website.
- 2 Use the Promotional Tools to write social media messages, press releases, and articles.
- 3 Follow us on [Facebook](#) or [Twitter](#) and share our messages.

2012 Promotional Tools

Partners can use these tools during National Diabetes Month.

[National Diabetes Month 2012 Campaign Talking Points | Spanish](#)

[Template News Release | Spanish](#)

[E-signatures | Spanish](#)

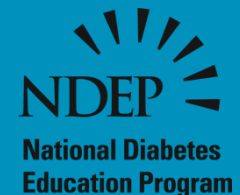
[Feature Article | Spanish](#)

What is NDEP promoting this quarter?

Find the latest promotional tools and messages from NDEP.



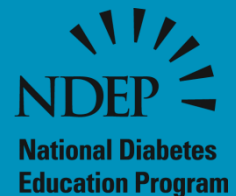
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Questions and Answers



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Thank You!

- PowerPoint slides will be posted online
 - Share with colleagues
 - For immediate access, email Joanne Gallivan at joanne_gallivan@nih.gov
- Your feedback is important
 - Webinar evaluation

