



Compassionate Communication Strategies for Reengaging People With Diabetes in DSMES

Division of Diabetes Translation

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Moderator



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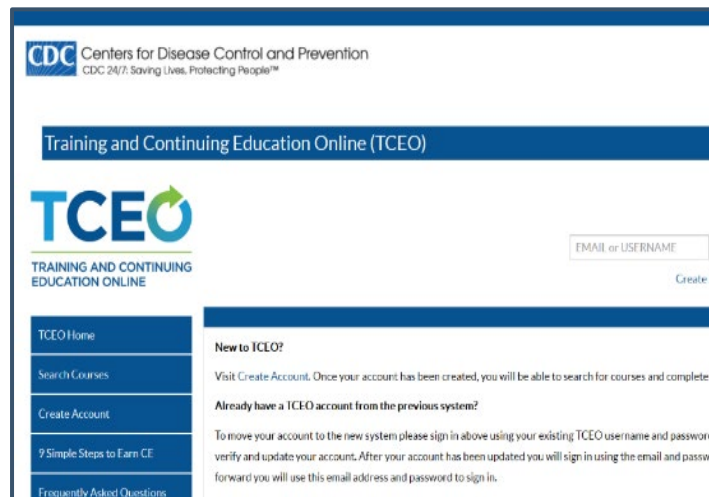
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<https://tceols.cdc.gov/>
Password: Diabetes

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Today's Objectives

- Explain the intersection between diabetes and mental health, as well as the impact of the pandemic on the mental health of people with diabetes and their health care teams in both clinical and community-based settings.
- Identify strategies that can serve as powerful sources of emotional support for people with diabetes and their families.
- Utilize group coaching approaches in delivering diabetes self-management education and support (DSMES) services to help people with diabetes overcome trauma and burnout and support them in returning to regular health care visits.

Have a Question for our Speakers?

Submit your question by clicking the Q&A icon located below. We'll do our best to answer all questions during the Q&A portion at the end of this webinar.



Today's Presenters



Cynthia Muñoz, Ph.D., MPH

Pediatric Psychologist, Children's
Hospital Los Angeles

Assistant Professor of Clinical Pediatrics
University of Southern California Keck
School of Medicine

Margaret Moore, MBA
aka "Coach Meg"

CEO, Wellcoaches Corporation

Co-Founder/Board Member, NBHWC

Co-Founder/Chair, Institute of Coaching



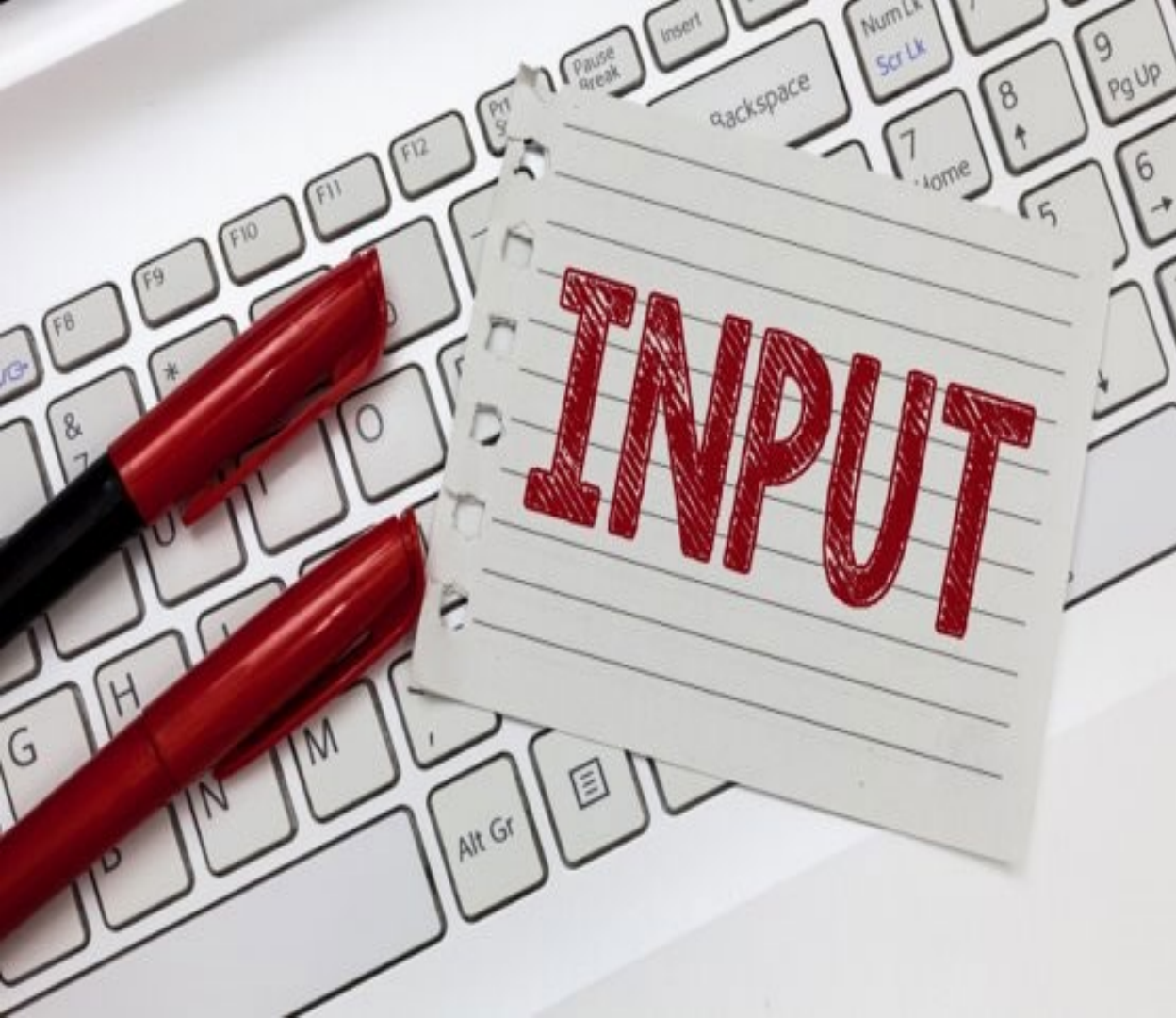
Addressing the Relationship Between Diabetes and Mental Health



Cynthia Muñoz, Ph.D., MPH

Pediatric Psychologist, Children's Hospital
Los Angeles

Assistant Professor of Clinical Pediatrics,
University of Southern California Keck
School of Medicine



What is your greatest challenge in working with people with diabetes?

Please share your answer in the chat.



Why don't my
patients just
DO what I TELL
them to do?!?!?

Treatment Recommendations

Based on the standards of care for the medical treatment of people with diabetes:

- Founded on empirical evidence
- Designed to maximize health outcomes





Patient-centered
care experience
starts with:

COMMUNICATION

Assess Assumptions About Diabetes and Self-Care

- It gets easier over time.
- Medical recommendations are beneficial.
- My patient should be able to prevent extreme high and low blood glucose levels.
- My patient knows what type of diabetes they have and what this means.

What is diabetes?

What are the
treatment goals?

What are YOUR goals?

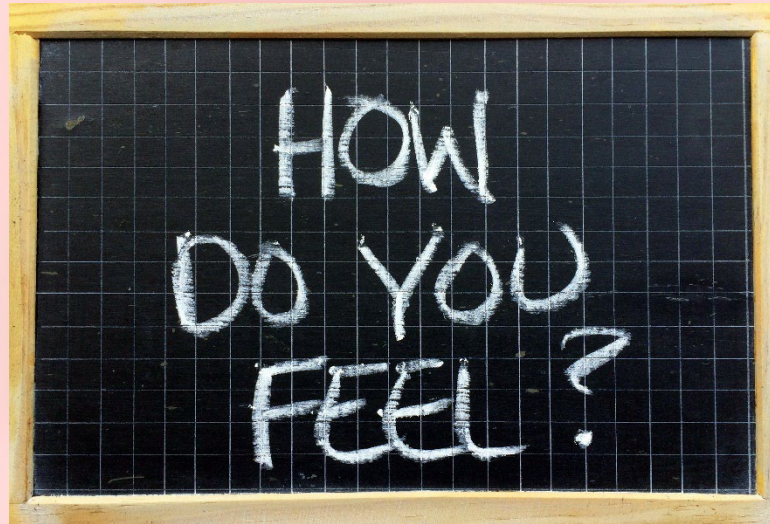


**WHAT
ARE YOUR
GOALS ?**

Patients' Feelings

Many people with diabetes carry feelings of shame, embarrassment, and struggle.

“My diabetes care team members are very important. I don't want to disappoint them or waste their time.”



“I don't want my team members to think that I don't care about my health and well-being.”

“What would my care team think if they knew that I'm scared to use the prescribed medications?”

Patients' Feelings

- When one's expectations of their self-care are beyond their actual ability to perform self-care, diabetes-related distress may result.
- Reinforcing our assumptions contributes to the gap between expectation and capacity and may deepen diabetes-related distress.



“Effective behavior management and psychological well-being are foundational to achieving treatment goals for people with diabetes.”

Young-Hyman D, de Groot M, Hill-Briggs F, Gonzalez JS, Hood K, Peyrot M. Diabetes Care 2016;39:2126–2140.

Psychosocial Factors

- Psychosocial factors exist along a continuum
- Reciprocal relationship between psychosocial factors and diabetes.

Providing integrated psychosocial care within the context of patient-centered care to all patients and their families with diabetes is key.

Common Barriers Associated With Optimal Diabetes Management

- **Anxiety**
- Depression
- **Difficulty emotionally adjusting to the daily demands of diabetes**
- Disability
- **Economic environment**
- Employment
- **Health beliefs**
- Income
- **Learning challenges**
- Limited support system
- **Natural disasters/pandemic**
- Trauma

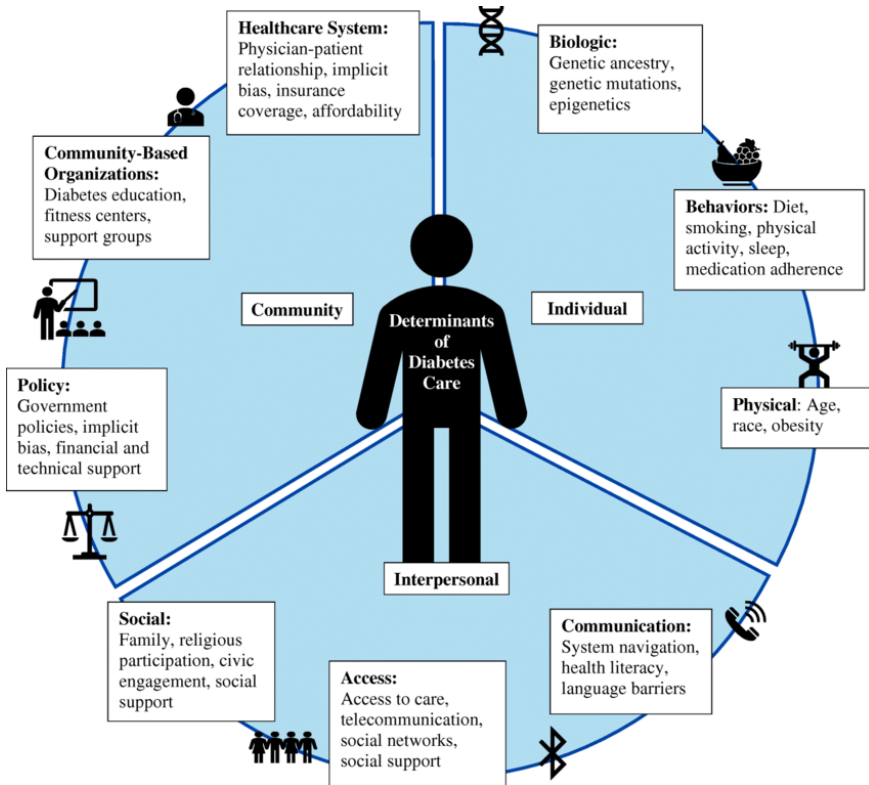
What Is Going On?

Individuals with diabetes who experienced higher levels of worry about the pandemic could be more vulnerable to:

- **More diabetes distress**
- **More hyperglycemia**
- **More depression and anxiety**



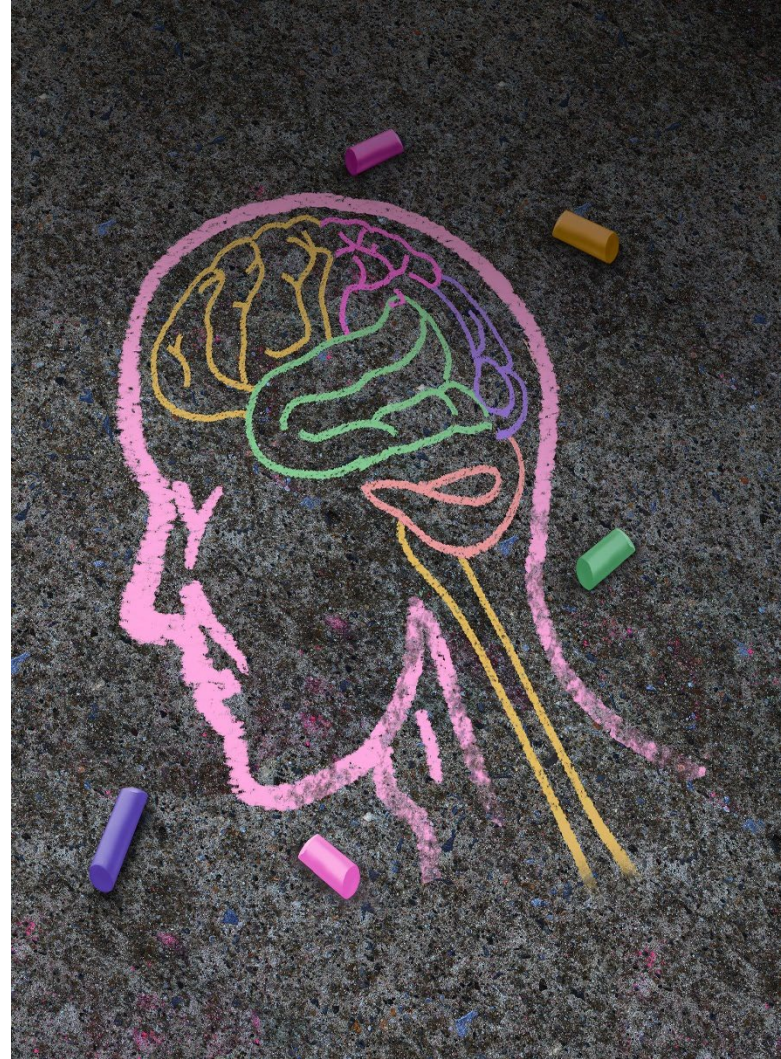
Health Disparities



- Access to diabetes technology and medications
- Rationing supplies and insulin
- Crowding
- HbgA1c
- Differences in care
- Co-morbidities
- Digital divide

Mental Health

- Mounting mental health burden has had a negative impact on diabetes management and outcomes.
- Access to optimal treatment options, education, and support is not keeping up with the demand, especially in under-resourced communities.



A photograph of a laptop on a wooden desk. The laptop screen shows the text "TIME FOR A BREAK" in white, uppercase letters against a blurred background of green foliage. To the right of the laptop is a dark-colored coffee cup with a white rim, filled with coffee. The scene is lit with warm, natural light, suggesting an indoor setting near a window.

TIME FOR A
BREAK

What can
you do?

Words Matter

Diabetic

Person with diabetes

Disease

Condition

Blood glucose test

Blood glucose check

Control

Manage

Compliance or Adherence

Collaborative goal setting

Cheating or Sneaking

Eating without insulin

“Good” or “Bad”

In target or below/above target

*Diabetes Language,
Diabetes Australia, 7 July 2011*

Infuse Discussions With...

- Culturally-informed aspects of diabetes and its management
- Social determinants of health



Key Questions

- Why do you think that you developed diabetes?
- What is the most difficult aspect about diabetes for you?
- Sometimes family and friends have suggestions about ways to manage your health. What are some suggestions that you have been given?



Talking About Diabetes

- Talk about normal, regular, everyday things before talking about diabetes.
- Pay attention to your body language and tone of voice.
- Praise participants for completing diabetes-related tasks.
- Use social problem-solving



PROBLEM: LUNCH

Circle your answers!

Jen's Blood Sugar is 160 mg/dl. She plans to eat a Greek Salad with a scoop of Egg Salad for lunch.

A) Based on the ingredients listed below, calculate the amount of carbs (g) & protein (g) in Jen's meal.

B) Based on your answers from part A and the "givens" to the right, how many units of insulin (Humalog) does Jen need to take before eating?

A) INGREDIENTS	CARBS (g)	PROTEIN (g)
1 Cup chopped Lettuce	6	—
1 thin slice tomato	3	—
1/4 cup chopped cucumber	2	—
2 tbsp Black Olives	2	—
1/4 cup Feta cheese	1	5
2 tbsp Dressing	3	1
2 Eggs	1	12
Mayo (for egg salad)	—	—
1/3 piece Low Carb Pita	6	3
TOTAL:	(24g)	(3.5oz)

21g
6 grams = 1 unit
 $\frac{21}{6} = \frac{1}{2} \times \frac{6}{6} \times \frac{21}{6}$
 $x = 3.5$

"GIVENS:" ① Insulin/Carb Ratio = 1 unit / 6 carbs

② Normal Blood Sugar = 70-120

③ Insulin Sensitivity: 1 unit ↓ Blood Sugar 60-70 points

B) WORK SPACE:

Jen's Blood Sugar = 160
Target Blood Sugar = 90
needs to come down 70 points
CORRECTION DOSE = 1 UNIT

MEAL: $\frac{1 \text{ unit} = 6 \text{ carbs}}{x \text{ units} = 24 \text{ carbs}}$
 $\frac{6x}{6} = \frac{24}{6} \quad x = 4$
Needs 4 units to cover meal.

1 unit (correction)
+ 4 units (for food)
5 units (TOTAL)

EXTRA CREDIT: If Jen wants to eat Lunch at 12:30pm, what time should she take her shot? 12:10pm

Making the Pandemic a Force for Good



Margaret Moore, MBA
aka “Coach Meg”

CEO, Wellcoaches Corporation

Co-Founder/Board Member, NBHWC

Co-Founder/Chair, Institute of Coaching

THE BEST WAY

TO PREDICT THE

FUTURE IS TO

-CREATE IT-

Emotions Experienced During the Pandemic

- Anger
- Fear
- Anxiety
- Worry
- Stress
- Sadness
- Grief
- Trauma
- Burnout



High emotional arousal, low well-being



MOVE FORWARD

WHAT TO LEAVE BEHIND
WHAT TO CARRY FORWARD



GROW

TURN TRAUMA INTO
GROWTH



THRIVE

BURNOUT TO THRIVING

Move Forward

Go to [Menti.com](https://www.menti.com) and enter
the code **65119278** to share
your thoughts.





Time for
Growth



Posttraumatic GROWTH

Theory, Research, and Applications



Richard G. Tedeschi,
Jane Shakespeare-Finch,
Kanao Taku, and
Lawrence G. Calhoun



The Pandemic Can be a Trauma for Many

- Trauma is a life-altering event that is psychologically seismic.
- It shakes core beliefs and assumptions about one's future and how to move toward the future.
- It can cause massive anxiety and psychic pain as well as big declines in mental and emotional well-being.

Suffer Well
Thich Knat Hanh





- Notice
- Accept
- Feel self-compassion
- Feel shared humanity

Post-Traumatic Growth



- Meaning
- Appreciation
- Relationships
- Opportunities
- Strength
- Creative acts

Growth



Go to [Menti.com](https://www.menti.com) and
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Thrive More



Burnout

- Feeling bad
- Overwhelmed
- Little self-care
- Stressed
- Exhausted
- Deficit-based
- Frustrated



Thriving

- Feeling good
- Purposeful
- Daily self-care
- Calm
- Energized
- Strengths-based
- Innovative

Ways to Cultivate Thriving

- Self-compassion
- Meaning & purpose
- Use your strengths
- Creative activities
- More connection
- Healthy habits
- Gratitude
- Other?



Path to Thriving

Go to [Menti.com](https://www.menti.com) and enter the code **65119278** to share your thoughts.



Question and Answer

Send questions after the webinar to:
DDT_DiabetesWebinar@cdc.gov



COMING SOON! CDC's Updated *New Beginnings: A Discussion Guide for Living Well With Diabetes*



New Beginnings > A Discussion Guide for Living Well With Diabetes

Connecting Thread

Facilitating New Beginnings Online

BACKGROUND

Whether your group cannot meet in-person or you want to further your reach by holding your sessions online, *New Beginnings* can help people live well with diabetes from anywhere. Participating in an online support group is a great option for people who live in rural or remote areas, who don't have consistent access to transportation, who are unable to leave their homes due to health and safety concerns, or whose busy schedules make attending in-person sessions hard to do. This Connecting Thread will provide you with the tools to facilitate *New Beginnings* through online sessions.

★ KEY POINTS

1. Online delivery can help you keep the group engaged. Virtual delivery of *New Beginnings* via video conference can be an option when it is unsafe or difficult to hold a *New Beginnings* session in-person or to reach those who may have travel or other limitations.
2. You will want to research or try different technology platforms before you select one. There are multiple video teleconference platforms available for leading online meetings/discussion groups, each with different features and pricing options. If you are part of a larger organization, they may already have a preferred platform that you could use. If not, you can often request a demo or a free trial from the vendor before making a purchase.

New Beginnings > A Discussion Guide for Living Well With Diabetes

Building Self-Confidence

WHAT YOU NEED TO KNOW

To be successful in managing their diabetes, people need to be able to set goals, make plans, monitor progress, and deal with setbacks. Self-confidence in one's own strengths and abilities helps promote resiliency. Self-doubt is normal. Many people doubt themselves, especially when faced with a new challenge. Positive encouragement can help people overcome self-doubt and more successfully take on the challenges of managing diabetes.

By the end of this session, participants will be able to:

- Identify at least three thoughts or actions that can lead to self-doubt.
- Name at least three positive thoughts or actions for building self-confidence.
- Describe at least three thoughts or behaviors that people with diabetes can use to become more resilient and set themselves up for success in reaching their goals.

MODULE

🕒 **DISCUSSION TIME**
45-60 minutes

📋 OUTLINE

1. Being your own best friend
2. Setting yourself for success

Thank You

Send questions after the webinar to:

DDT_DiabetesWebinar@cdc.gov

For more information, contact CDC
1-800-CDC-INFO (232-4636)
TTY: 1-888-232-6348 www.cdc.gov

The findings and conclusions in this report are those of the authors and do not necessarily represent the official position of the Centers for Disease Control and Prevention.

Link for this webinar continuing education (CE) on TCEO: <https://tceols.cdc.gov/Course/Detail2/8625>

In order to receive CE for WC4371-052622 - Innovations in Diabetes Behavior Change - **May 26, 2022** (Webcast), please visit **TCEO** and follow these **9 Simple Steps** before June 27, 2022.

The Course Access Code is **Diabetes**.

