Facilitating Discussions With Your Patients With Diabetes: Moving Forward

**Critical Conversations**
For overcoming Therapeutic Inertia in Type 2 Diabetes

**Conversation Essentials:**
- Patient-centered → Identify barriers
- Shared decision-making → Present options and provide choices
- Motivational interviewing → Empower patients
- Involve family and supports
- Provide referrals and resources

**SHARE DIFFICULTIES WITH MANAGING YOUR DIABETES - YOUR HEALTH CARE TEAM CAN HELP**

**Conversation Tips**
- I take your diabetes seriously.
- Tell me the things that are getting in the way of managing your diabetes.
- I am on your side and will support you in whatever way you need to manage your diabetes well.

**USE A TEAM BASED APPROACH**

**YOU CAN’T DO THIS ALONE**

**Conversation Tips**
- Work with your care team, family and friends.
- Use your diabetes care support team + community resources to help you.
- Diabetes Self-Management Education and Support (DSMES) works.

**THE NATURE OF TYPE 2 DIABETES IS TO CHANGE OVER TIME**

**Conversation Tips**
- Diabetes is serious. The more seriously you take it the better you will do over the long-term.
- Your actions can make a big difference in how well you do.
- Meeting glycemic goals = fewer symptoms, better QOL & keeping complications at bay.
- Because your diabetes changes doesn’t mean you have done something wrong.

**CREATE PERSONALIZED DIABETES CARE PLANS**

**SET SHARED A1C GOALS & TIMEFRAMES**

**SCREEN FOR SOCIAL/ EMOTIONAL BARRIERS & PROVIDE SUPPORT**

**YOUR TREATMENT PLAN WILL CHANGE OVER TIME**

**Conversation Tips**
- Adding medications may be necessary.
- It is great that we have newer meds to help at each stage along your journey with diabetes.
- Adding new medications, including insulin, does NOT = failure.
- We will work together to find a treatment plan that works for you (thoughtful prescribing).
Resources for Nurse Practitioners

Assessment Tools
(Taken from the ADA's Overcoming Therapeutic Inertia website.)

- PHQ-2, PHQ-9
- Diabetes Distress Scale
- Social Needs Screening Tool (AAFP)

Provider Knowledge

- ADA Standards of Care
- ADA Overcoming Therapeutic Inertia website
- Formulary Coverage Tools (Coverage Search App, Fingertip Formulary, etc.)
- Pharmacology Tools (Epocrates, MPR, etc.)

Referrals

- Diabetes Self-Management Education and Support (DSMES)
- Counseling
- Pharmacist
- Social Worker

Patient Resources

- Peer Networks and Support Groups
- ADA
- Beyond Type 2
- Apps: Glucose Buddy, mySugr, Fooducate

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