PSYCHO-SOCIAL ASPECTS OF DIABETES MANAGEMENT

Barbara Dale  L.C.S.W. Clinical Director,
Visiting Nurse Health System, Long Term Care at Home
and
Karen Watkins, PhD., L.M.S.W.
Clinical Assistant Professor, School of Social Work  Georgia State University
Overview

- Psychosocial Factors
- Review of Evidenced-Based Diabetes Self-Management Interventions/Programs (DSME)
  - Case Management
  - Community
- Motivational Interviewing
- Motivational Interviewing Techniques
- Community Resources
Psychosocial Factors of Older Adults with Diabetes

- Depression Symptoms
- Cognitive Decline
- Low Social Support
- Major Stressful Life Experiences
- Living in Urban versus Rural Environments
- Cultural implications
- Economic Resources
- Stress and anxiety
- Educational/ literacy levels

(Bertera, 2006; DeCoster, 2001, 2009; Funnell et.al. 2007; Hewitt et.al 2010; Ling & Boey 2000; Lustman, 2000; Lustman & Clouse, 2004; Lustman et. al., 2000; Trief et.al, 2006; Schillinger et.al 2002 etc.)
Evidenced Based Self-Management Interventions

**Community**
- Social Support Networks
- Adult Day Care
- Diabetes Club
- Focus Groups
- Psychoeducational Groups

**Case Management**
- Community Health Worker
- Home Health
- Mental Health
- Videophone
- Telephonic

[www.pre-diabetes-symptoms.com](http://www.pre-diabetes-symptoms.com)
Community Interventions

- Social Support Networks
- Adult Day Care
- Diabetes Club
- Focus Groups
-Psychoeducational

(Bertera, 2003; Cheng & Boey, 2000; Dabelko & DeCoster, 2007; DeCoster & George 2005; Lisbeth et. al., 2011; Trozzolino, et.al., 2003)
Case Management Intervention

- Community Health Worker
  - Chronic Disease
    - [Link](http://patienteducation.stanford.edu/programs/diabeteseng.html)
- Home Health
- Mental Health
- Videophone
- Telephonic

(Garrelts et.al. 2010; Hawkins, 2010; Lee, 2004; Leeman et.al. 2008; Skelly, 2010; Spencer et.al 2008)
MOTIVATIONAL INTERVIEWING

Evidenced-Based Approach to Behavior Change
Motivational Interviewing

“… a collaborative, person-centered form of guiding to elicit and strengthen motivation for change.”

- Developed by William Miller 1983
- [www.motivationalinterview.org](http://www.motivationalinterview.org)

- Motivational Interviewing and Healthcare
- Motivational Interviewing and Older Adults
- Motivational Interviewing and Diabetics

(Chen et.al, 2012; Cummings et.al., 2009; El-Mallakah et.al, 2012; Hunt, 2011; Miller & Rollnick, 2002; Minet et. al 2011; Ridge et. al. 2012; Rubak, 2009; Welch et. al. 2006; Welch et.al. 2010)
No Time for Listening

- Brief, Practical Medical Interventions
- Effective discussion on front end can reduce headache on back end
- Increase success with “non-compliant” patients
- Increase levels of “change talk” and decrease resistance to change
- Well-intended suggestions fall on deaf ears
The Visit
http://www.youtube.com/watch?v=80XyNE89eCs

http://www.healthteamworks.org/guidelines/MotivationalInterviewing.html
Based on her conversation with the MD, is she likely to stop smoking?

☐ 1 ___ 2 ___ 3 ___ 4 ___ 5 ___ 6 ___ 7 ___ 8 ___ 9 ___ 10 ___

☐ 1 = not at all 10 = absolutely
Stages of Behavior Change

- **Precontemplation**
  - ”I don’t have a problem”

- **Contemplation**
  - “I know I should change”

- **Preparation**
  - “I’m taking steps to do something soon”

- **Action**
  - I’m doing it!!”

- **Maintenance**
  - “I’ve been doing it for at least 6 months!”

- **Relapse**
  - ”OOPS!”
Stages of Behavior Change

http://well-fitbodies.com/yahoo_site_admin/assets/images/Stages_of_Change.23130956_std.JPG
MI Techniques

- **Ask permission** to discuss issue “You’ve been having these worrisome lab results, can we discuss this?”
- **Reflective listening** Say back what you hear them saying; focus on ambivalence
- **Ask open-ended questions** “What might your life look like without this change?”
- **Elicit a response** “What do you know about..?”
- **Give affirmation** “This is really hard” (use scale)
- **Summary** of conversation and interventions
Scale of Change

- Assess “Readiness”, “Confidence” and, “Importance” of change by using scale

- 1___2___3___4___5___6___7___8___9___10___
- 1= not at all                               10= absolutely
MI Techniques in Action
Motivational Interviewing-Evoking a Commitment to Change
http://www.youtube.com/watch?v=dm-rJJPCuTE

http://www.healthteamworks.org/guidelines/MotivationalInterviewing.html
GUIDE/INSTRUCTOR/LISTENER

- The **Guide** - asking open ended questions to raise doubt and help patients make informed decisions (“What might your life look like if you don’t make these changes?”)

- The **Instructor** - being more directive when the time is right

- The **Listener** - gathering information about the patient’s situation; focusing on their ambivalence
DARES Principles

- **D**evelop Discrepancy - patient should present arguments for change

- **A**void Argumentation - back off if too much resistance

- **R**oll with resistance - try to understand where they are coming from (“I hate these meds”; “It hurts giving myself shots”)

- **E**xpress empathy - reflective listening

- **S**upport self-efficacy - support ability to change and build confidence

---

Effective Physician Video

http://www.youtube.com/watch?v=URiKA7CKtfc

http://www.healthteamworks.org/guidelines/MotivationalInterviewing.html
Community Resources

**National**
- American Association of Diabetes Educators [www.diabeteseducators.org](http://www.diabeteseducators.org)
- American Diabetes Association- [www.diabetes.org](http://www.diabetes.org)
- National Center for Chronic Disease Prevention and Health Promotion – [www.cdc.gov/nccdphp](http://www.cdc.gov/nccdphp)

**State**
- Atlanta Regional Commission  Age Wise - [www.agewiseconnection.com](http://www.agewiseconnection.com)
- Community Care Services Program (CCSP) 404-463-3333
Community Resources cont.

Local

Atlanta Medical Hospital- (404)265-4000 www.atlantamedicalcenter.com/

- DeKalb Medical Center- (404) 501-1000 www.dekalbmedical.org
- Diabetes Association of Atlanta (Multiple Support Programs) www.diabetesatlanta.org
- Emory Healthcare System- (404) 778-7777 www.emoryhealthcare.org/
- Grady Diabetes Clinic- Main: (404)616-3731 Pharmacy: (404)616-5500 www.gradyhealth.org/
- Piedmont Hospital: Sixty Plus Older Adult Services- (404) 605-3857 www.piedmonthospital.org
- Project Open Hand - Meal Program (Numerous)- (404) 872-6947 www.projectopenhand.org
- United Way- (211) www.211online.unitedwayatlanta.org

Mental Health for Older Adults (Local)

- Anchor Hospital (Supportive Care Unit)- (770) 991-6044 www.anchorhospital.com
- Emory Wesley Woods Center-(404) 728-6200 www.emoryhealthcare.org/senior-health-center/index.html
- GA Crisis Line - 1-800-715-4225 www.mygcal.com
- National Alliance on Mental Illness (NAMI) – www.nami.org
- Peach ford Hospital- (770) 455-3200 www.peachfordhospital.com
- Ridgeview Institute-(770) 434-4567 http://www.ridgeviewinstitute.com/pat_serv_senior.htm
- Summit Ridge (Senior Adult Inpatient Program)- (678) 442-5800 www.summitridgehospital.net

Other Resources

- WIC Works Resources-Sample MI statements and questions. www.nal.usda.gov/wicworks/WIC_Learning.../questions_MI.pdf
Questions and Answers

Feel free to ask any questions or add comments!


References


References


References


