



CLINIC-*SIM*

Conversation Starter for Collaborative and Patient-Centric Communication



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Identify Patient Motivation

When developing a collaborative individualized care plan with your patient with diabetes, eliciting personal sources of motivation is critical to building trust and improving their adherence.

Consider the “**ASK**” approach – **Acknowledge**, **Storytelling**, **Knowledge**^{1,2}:

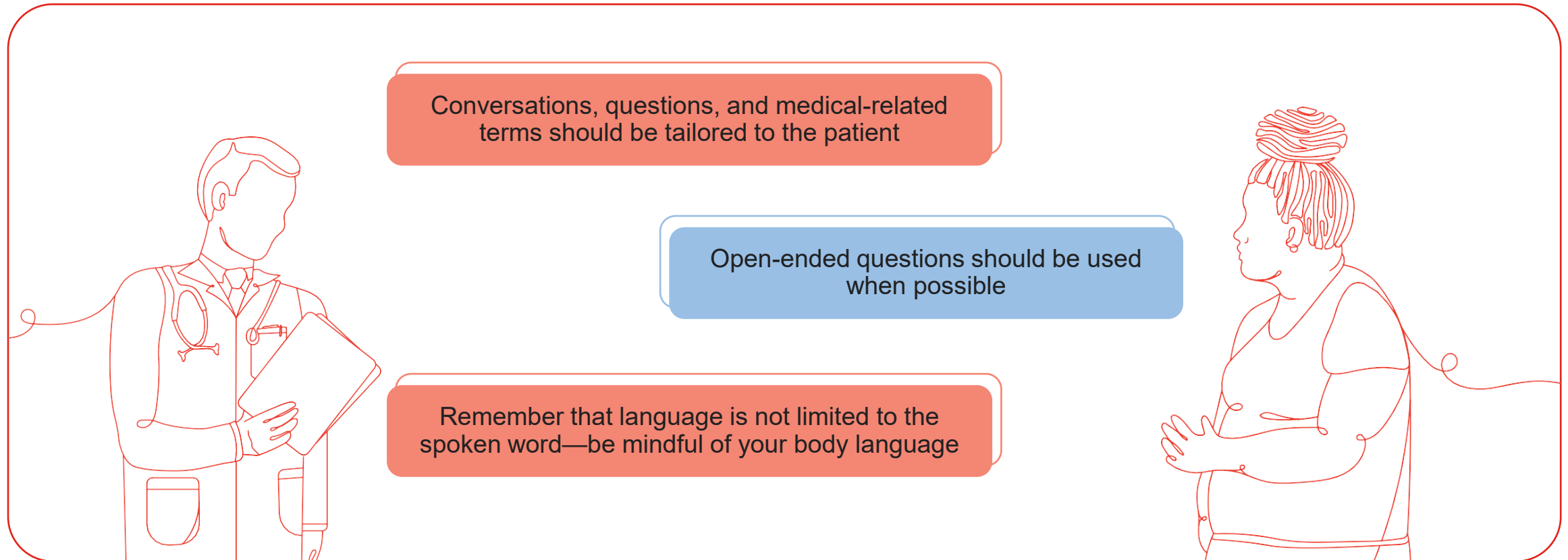


1. Miller WR, Rollnick S. In: Motivational Interviewing. 2012:25-36 . 2. Hashim MJ. Patient-Centered Communication: Basic Skills. Am Fam Physician. 2017;95(1):29-34..

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Tailor Your Language to the Patient^{1,2}



1. <https://icpobesity.org/wp-content/uploads/2021/10/Obesity-UK-Language-Matters-2020.pdf> (Accessed May 16, 2025).

2. Coleman C, et al. Health Lit Res Pract. 2022;6:e12-e16.

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Consider using preferred weight-related and person-first terms¹:

Avoid terms such as...

extra large
chubby *super obese*
fat
morbidly obese
extremely obese

Consider instead...

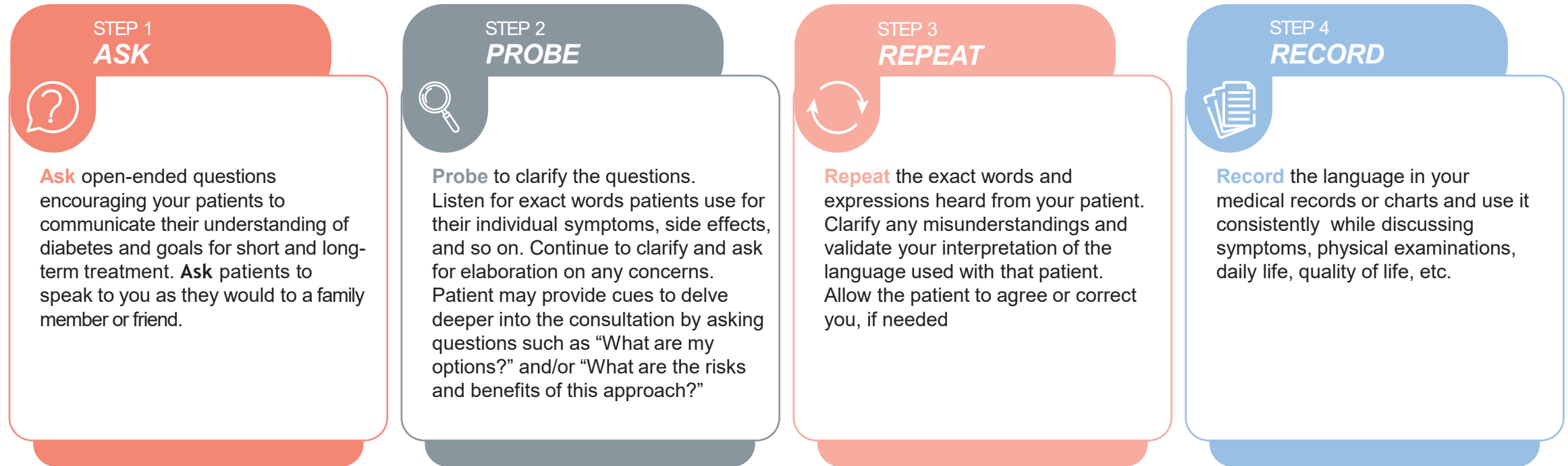
unhealthy weight *overweight*
higher weight *high BMI*
person with obesity

1. Brown A, Flint SW. Clin Obes. 2021;11:e12470.

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Using common language to discuss treatment goals results in greater clarity and impact.
Consider the following 4-step process¹⁻⁴:



1. Miller WR, Rollnick S. In: Motivational Interviewing. 2012:25-36. 2. Hashim MJ. Patient-Centered Communication: Basic Skills. Am Fam Physician. 2017;95(1):29-34.
3. <https://www.health.org.uk/blogs/ask-three-questions> (Accessed September 11, 2023). 4. <https://carstens.com/blogs/latest/the-dos-and-don-ts-of-charting-for-health-care-professionals> (Accessed May 16, 2025).

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Examples of open-ended questions^{1,2}:

What concerns you about your health today?

”

What do you hope to achieve from treatment?
How can we achieve this together?

”

” What has been going on in your life since our last appointment? What is different for you this time?

”

In what ways can we improve daily life for you?

What motivates you to manage your health?

”

What questions do you have for me today?
What makes sense? What doesn't make sense?

”

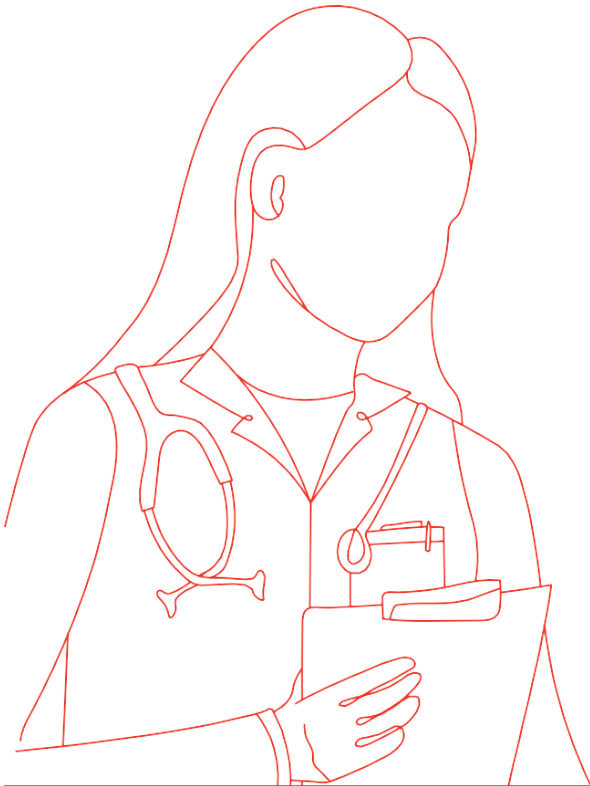
1. <https://icpobesity.org/wp-content/uploads/2021/10/Obesity-UK-Language-Matters-2020.pdf> (Accessed May 16, 2025). 2. Coleman C, et al. Health Lit Res Pract. 2022;6:e12-e16.

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Example dialogue:

In an example scenario, after being asked about his health concerns, a patient mentions that his knees have been bothering him and he is struggling to sleep well. You might consider:



“Thank you for letting me know about your knee pain and sleep issues. It’s important to address these symptoms. They can sometimes be connected to underlying health conditions. Would it be okay if we discussed potential factors that might contribute to your symptoms?”

“It’s worth considering that maintaining a healthy weight can often have a positive impact on knee pain and sleep quality. Many people have similar concerns, and they find that addressing them can improve their overall well-being. Would you be willing to talk about your weight? What are your thoughts about your weight right now?”

“Would you be willing to work together and create a new treatment plan that feels manageable to you? You’ll have less knee pain, better sleep, and more energy again.”

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Encourage patients to always 'Ask 3 Questions'^{1,2}:



1. What are my options?



2. What are the possible benefits and risks of those options?



3. How likely are the possible benefits and risks of each option to occur?

Reduce Barriers to Communication

Collaborative communication can be initiated early. Consider providing your patient with resources prior to the appointment to establish patient priorities and to obtain a better understanding of your patients' needs.²

Open-ended questions about health concerns and/or health goals^{3,4}

Health-related statements for the patient to rank based on current priorities²

A visual resource with open-ended reflection questions for the patient to consider²

A deck of cards to enhance patient communication such as CONversation Cards⁵ or Agenda Cards⁶

1. <https://www.health.org.uk/blogs/ask-three-questions> (Accessed September 11, 2023). 2. https://improve.bmj.com/sites/default/files/resources/snapshot_magic.pdf (Accessed September 11, 2023). 3. Coleman C, et al. Health Lit Res Pract. 2022;6:e12-e16. 4. <https://icpobesity.org/wp-content/uploads/2021/10/Obesity-UK-Language-Matters-2020.pdf> (Accessed May 16, 2025). 5. <https://obesitycanada.ca/resources/conversation-cards/> (Accessed September 11, 2023). 6. Pennington J. J Diab Nurs. 2006;10:261-264.