



CLINIC-*Sim*

Conversation Starter for Collaborative and
Patient-Centric Communication

| 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:

A

ACKNOWLEDGE

Acknowledge that only the person with the health condition can identify their most meaningful sources of motivation

Remember: your patients are experts on their life with type 2 diabetes

S

STORYTELLING

Ask patients to tell a short story about their condition by asking for specific examples

Patients’ storytelling about their experience holds the key to their motivation

K

KNOWLEDGE

Revisit and reinforce the knowledge you have gained

Use this knowledge gained to establish rapport with your patients

| Tailor Your Language to the Patient^{2,3} |



Conversations, questions, and medical-related terms should be tailored to the patient

Open-ended questions should be used when possible

Remember that language is not limited to the spoken word—be mindful of your body language



1. Miller WR, Rollnick S. In: *Motivational Interviewing*. 2012:25-36. 2. https://obesitycanada.ca/wp-content/uploads/2020/10/Obesity-Language-Matters-_FINAL-2.pdf [Accessed September 11, 2023].
3. 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 fat super obese
chubby morbidly obese
extremely obese*

Consider instead...

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

Using common language to discuss treatment goals results in greater clarity and impact.

Consider the following 4-step process:



STEP 1 **ASK**

Ask open-ended questions encouraging your patients to communicate their understanding of diabetes and goals for short and long-term treatment. **Ask** patients to speak to you as they would to a family member or friend.



STEP 2 **PROBE**

Probe to clarify the questions. Listen for exact words patients use for their individual symptoms, side effects, and so on. Continue to clarify and ask for elaboration on any concerns.

Patient may provide cues to delve deeper into the consultation by asking questions such as “What are my options?” and/or “What are the risks and benefits of this approach?”²



STEP 3 **REPEAT**

Repeat the exact words and expressions heard from your patient. Clarify any misunderstandings and validate your interpretation of the language used with that patient. Allow the patient to agree or correct you, if needed.



STEP 4 **RECORD**

Record the language in your medical records or charts and use it consistently while discussing symptoms, physical examinations, daily life, quality of life, etc.

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?

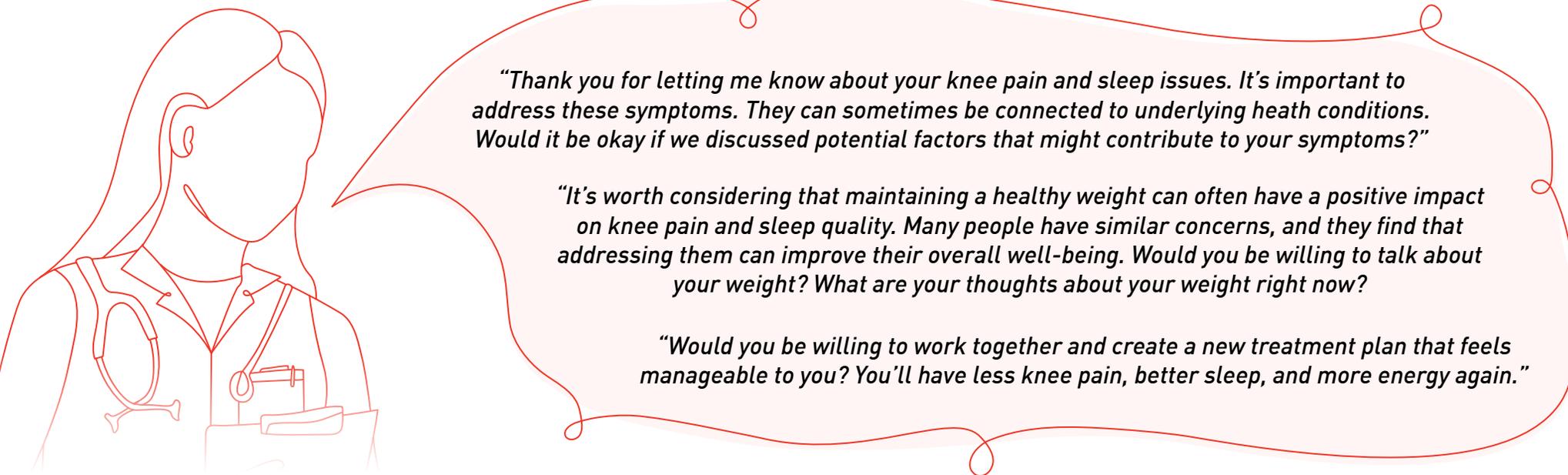
In what ways can we improve daily life for you?

What motivates you to manage your health?

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

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:

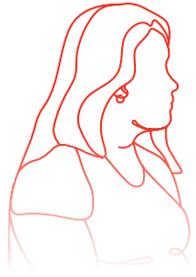


“Thank you for letting me know about your knee pain and sleep issues. It’s important to address these symptoms. They can sometimes be connected to underlying health conditions. Would it be okay if we discussed potential factors that might contribute to your symptoms?”

“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.”

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

This could include (but is not limited to):

• 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