

Conversational Tools Illustrated

Having the Conversation

An Illustration of ReVive Steps 1 and 2:

You will now hear conversation that illustrates the use of the tools and how to get the conversation started. See if you can notice each of the conversational tools. Refer to your packet where each of the tools is highlighted in the conversation:

- Open-ended questions (O)
- Reflecting feelings words (R)
- Summarizing (S)
- Normalizing (N)
- Active listening with empathy (E)

Meet Sally

- 45 years old, T1D for 30 years, lives with husband, two teens
- On CSII, but no CGM (disappointed after trying one many years earlier)
- Recent A1C results: 7.4%, (9 months later) 8.8% (and 8 lb weight gain)
- Referred to Diabetes Education for “medical nutrition counselling”

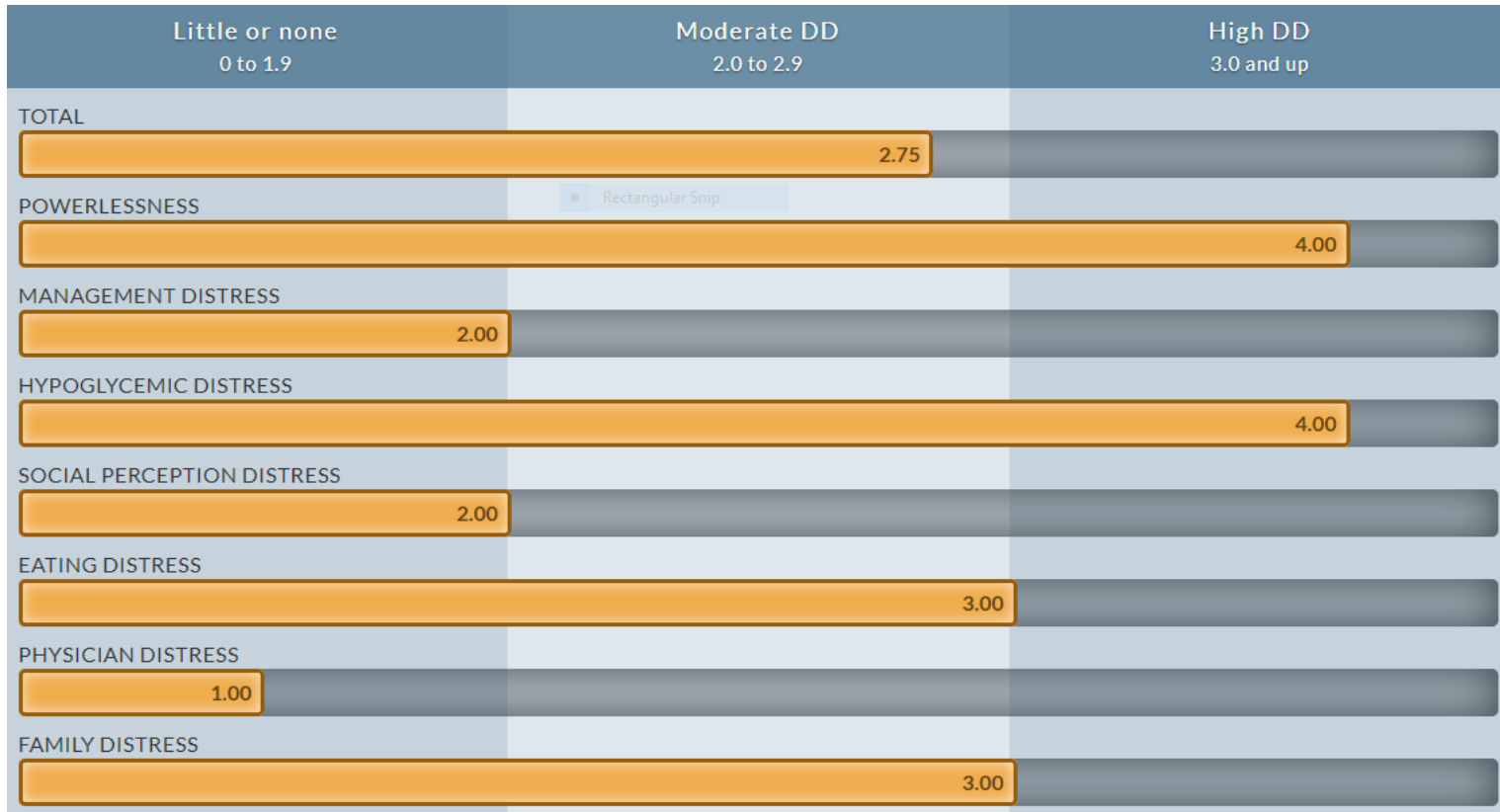


Let's Ask Sally

“Before we get started, I wanted to ask you to complete a brief questionnaire that looks at how you are feeling about your diabetes right now. We know that tough thoughts and feelings are really common for people with T1D and can make diabetes even harder to live with and manage.” (N)



Sally's T1-DDS Results



Sally's Elevated Subscale Items

Question	Not a Problem (1)	A Slight Problem (2)	A Moderate Problem (3)	A Somewhat Serious Problem (4)	A Serious Problem (5)	A Very Serious Problem (6)
Feelings of Powerlessness						
Feeling discouraged when I see high blood glucose numbers that I can't explain.			✓			
Feeling that there is too much diabetes equipment and stuff I must always have with me.			✓			
Feeling worried that I will develop serious long-term complications, no matter how hard I try.				✓		
Feeling that I've got to be perfect with my diabetes management.					✓	
Feeling that no matter how hard I try with my diabetes, it will never be good enough.					✓	

Hypoglycemic Distress						
Feeling that I don't notice the warning signs of hypoglycemia as well as I used to.			✓			
Feeling frightened that I could have a serious hypoglycemic event when I'm asleep.					✓	
Feeling frightened that I could have a serious hypoglycemic event while driving.			✓			
Feeling that I can't ever be safe from the possibility of a serious hypoglycemic event					✓	

Let's Ask Sally

“Looking at your T1-DDS results, it seems like T1D is really getting you down, especially when it comes to hypoglycemia and feeling powerless with your diabetes. (R) Can you tell me more? (O) Can you give me an example so that I can understand more about how you are feeling?” (O)



And Sally Responds...



“I had a bad low two months ago – got down to 40 mg/dL at night and woke up only because my dog was barking. I’m worried I can’t feel my lows anymore.”

“That sounds really frightening. (E,R) How has that affected how you feel and impacted your diabetes management?” (O)





“It was terrifying. And to be honest, I have been scared ever since this happened. Since that bad low, I have had trouble sleeping for fear of another low that I don’t wake up from. I now drink a milkshake before bed just to try and stay safe.”

“Many people with T1D intentionally stay high after having a scary low. (N) It is a logical response to not feeling safe. (R) Unfortunately, then the person often feels bad about themselves and has lots of highs and weight gain. (N) Does that fit your experience?” (O)





“Yes. I feel like an idiot. I have had diabetes for 30 years. If I can’t get this right or perfect by now, I don’t think I will ever will.”

“No wonder you are feeling so down about your diabetes. (E, R) Since you had that really terrifying experience of a low at night you woke up from only because your dog barked, you have been trying to feel safe by having a milkshake before bed. Now you are having highs and weight gain and feeling pretty hopeless about your diabetes management. (R, S) Did I get that right?” (O)





“Yes. It really is a tough spot.”

“In your ideal scenario, what would you have liked to have happened after that scary low, instead of what has happened since then?”

(0)





“I would have just realized that lows occasionally happen and moved on, like I have at other times. I would tolerate going to bed with a lower BG and certainly wouldn’t be drinking a milkshake before bed!”