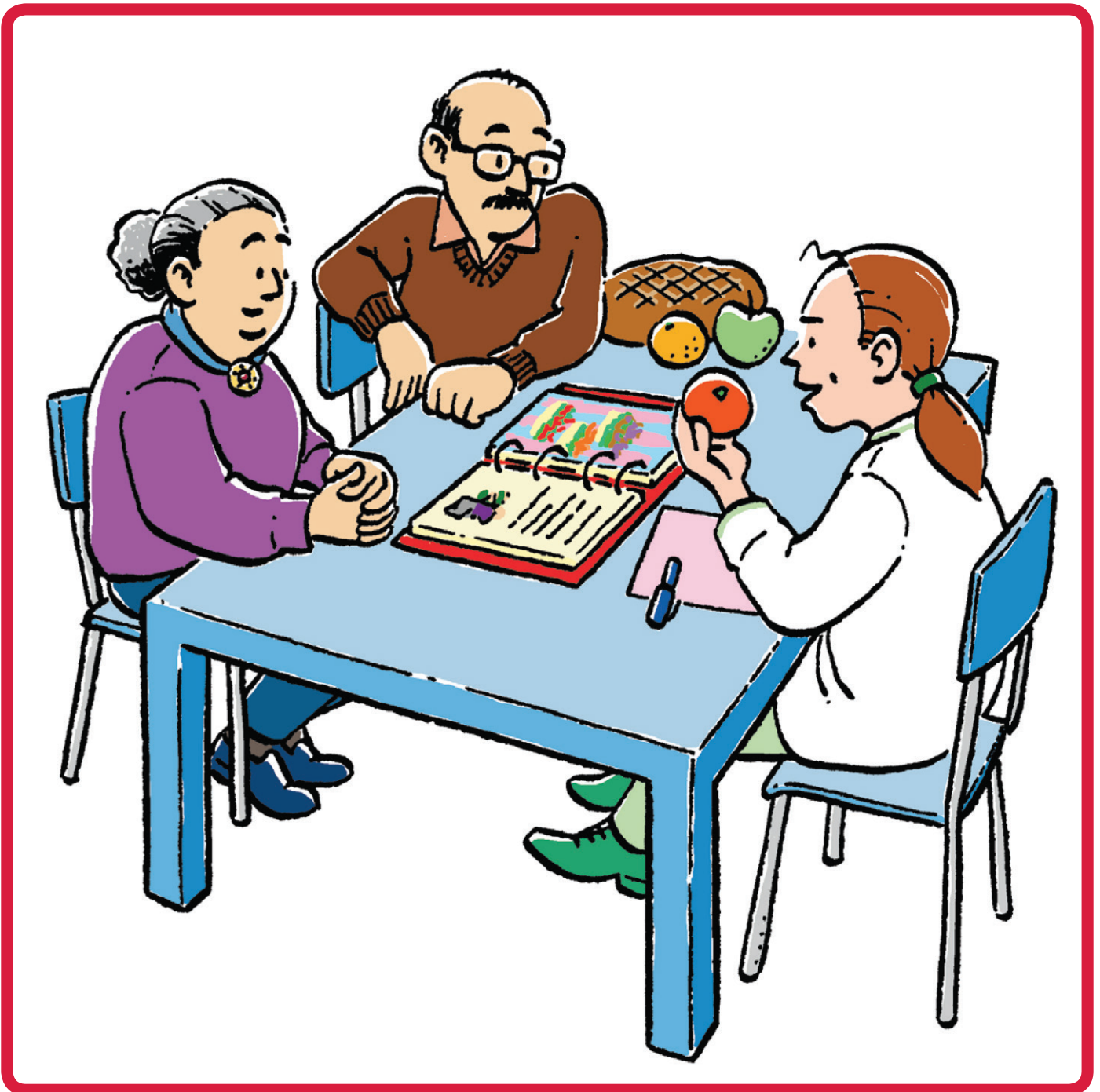


# GUIDE

## Annual diabetes conversation for immigrants



# Introduction

It can be challenging for immigrants and people with low literacy to find the diabetes care they need and require. This problem is partially caused by the fact that health care and health education material does not sufficiently take into account the (cultural) background and level of literacy of these vulnerable groups.

The NDF wants to change this by providing customized health care and support for all people with diabetes and their care providers. To fulfil this purpose this brochure (guidebook) 'Annual diabetes conversation for immigrants' has been developed in cooperation with 'Voorlichters Gezondheid' from Rotterdam. It provides tools to primary and specialised health care professionals and enables them to start a conversation with diabetics from a non-western background. Because Personalized Diabetes Care starts with a good conversation!

In this guide a number of simple questions are formulated which will support the health care provider to start and stimulate a dialogue in his or her examining room. These questions relate not only to health related factors such as blood pressure, glucose regulation, complications etc. The questions also address evidence-based social and personal factors that play a large part in a successful treatment of people with diabetes. For example questions about quality of life, habits and perception of the illness and social context. Extra attention is paid to cultural aspects. All these mentioned factors and aspects affect the success of the treatment and the abilities for self-management.

The NDF Personalized Diabetes Care model forms the foundation of this guide. Its intention is to support doctors, general and diabetes nurses and patients to do justice to the complex (medical and social) life of a diabetic. The traditional yearly consultation focuses primarily on a medical perspective. The annual diabetes conversation has an integral approach. The model presents a four step approach: firstly, the care provider and patient discuss the personal situation of the patient. This is done by way of asking (some of) the questions that are linked to the mentioned health related and social factors. After that, patient and professional decide together which goals are to be set, so choices and agreements (like what kind of support is needed) can be made. For more information, refer to: [www.expeditieduurzamezorg.nl](http://www.expeditieduurzamezorg.nl).

## STEP 1: FACTORS

You discuss with the patient various factors that can affect his/her life with diabetes.

## STEP 2: GOALS

Together with the patient you decide which goals he/she will focus on in the near future.

The purpose is to determine which health care related goals and personal goals the patient wishes to accomplish.

## STEP 3: CHOICES

Together with the patient you will explore the possibilities of achieving the goals set and you will determine a feasible strategy.

This step is to make sure set goals are feasible. Which strategies can be taken into consideration? What are the pros and cons of those strategies and will they be in the best interest of the patient? What is the preferred strategy?

## STEP 4: AGREEMENTS

You and the patient will make agreements concerning professional support (from doctor, paramedic, pharmacist) for a successful implementation of the chosen strategy.

Important points of concern in this step: What can the patient do himself? What kind of social support is available? What professional support is needed, by whom and how often?

**Use this guide with regard to the specific situation and needs of your patient. You don't have to work your way through all the questions, rather make a selective choice. Refer to the website [www.diversiteitindiabetes.nl](http://www.diversiteitindiabetes.nl) for further information and practical material that can be used to explain the questions to the patient (in Dutch).**

# Procedure annual diabetes conversation for immigrants

Before engaging in a conversation with the patient in the examining room, it is advisable to explain to him/her why these questions are asked. For example, why is it important to know where his parents were born? These questions are intended to get sufficient information and provide insight to help the patient manage his diabetes as best as possible.

## Preparing the patient

If you really want to implement personalized care in your own practice, it's important that let your patients prepare themselves for their annual diabetes conversation. You should give them some idea about the subjects you as health care provider will be discussing with them – in advance. You might consider asking the following questions or allowing your patients to take these questions home with them to think about the questions, prepare and write specific questions down. By doing so, the patient is stimulated to play a more active role during the conversation with the care provider.

These are a few example questions to help the patient prepare:

- What subjects would you like to talk about with your health care provider
  - *What would you like to discuss?*
- What do you want to change about your diabetes and health care in specific?
  - *What about agreements between you and your health care provider?*
- If you want to change something, what can you do yourself to change this?
- What help do you need?
  - *Who's support do you need?*

Other example questions taken from [www.3goedevragen.nl](http://www.3goedevragen.nl) are:

1. What are my possibilities?
2. What are the pros and cons of those possibilities?
3. What will that mean to me?

On the website [www.diversiteitindiabetes.nl](http://www.diversiteitindiabetes.nl) you can find practical material that will support the explanation of the questions to the patient.

Diversiteitindiabetes.nl

Voor migranten en laaggeletterden is het vaak moeilijk om passende diabeteszorg te krijgen. Dit komt onder meer doordat de huidige zorg en de hieraan ondersteunende materialen onvoldoende rekening houden met de (culturele) achtergrond en de mate van geletterdheid van deze groep mensen.

De NDF wil zorg en ondersteuning op maat realiseren voor alle mensen met (een hoog risico op) diabetes én hun behandelaars. Deze website biedt behandelaars in de 1<sup>e</sup> en 2<sup>e</sup> lijn handvatten om in de spreekkamer te gebruiken voor de behandeling van en advisering aan diabetespatiënten van niet westerse afkomst en laaggeletterden. Immers, bij zorg op maat draait het om een goed gesprek!

Zoeken... Zoeken

Meepraten en meebeslissen

Medische voorlichting

Zelfmanagement

Migranten & laaggeletterdheid

Leefstijl

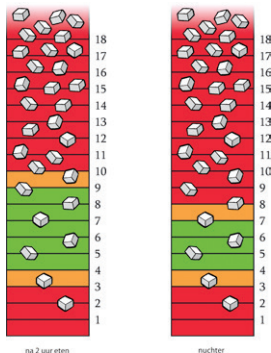
Relevante organisaties

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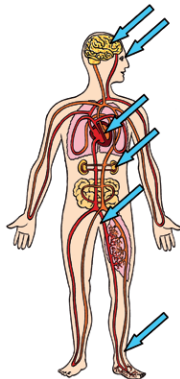
# Discussing diabetes in the examining room

## HEALTH RELATED FACTORS



### Blood sugar regulation

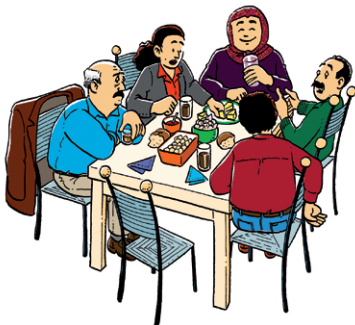
- What are your symptoms? What bothers you?
- How often have you had these symptoms the last few weeks?
- During what part of the day do these symptoms occur? In the morning, afternoon or at night?
- What happens during a hypoglycemia? What are the symptoms of low bloodglucose (also known as hypoglycemia)?



### Complications/problems

You suffer from diabetes, but do you also experience complications? For instance foot problems, tired eyes or other complications?

- What complications do you suffer from? How does this make you feel?
- Where and when do you suffer from these problems?
- Do you know what the risks of diabetes are?



### Genetic factors

- Do you have any relatives who suffer from diabetes? If yes, who in your family suffers from this disease?
- Do any of your relatives suffer from heart and vascular diseases? For example, does your father or grandmother have heart problems?
- What happens to your health when you have hyperglycemia, high blood pressure or high cholesterol?



### Use of medication

- What do you think about the effect of your medicine?
- After you take your medication, do you still have problems or do they disappear?
- What medication do you take? Do you know what this medication is meant for? And are you familiar with the side effects of this medication?
- How do you take your medication?
- How often and when do you take your medication (what part of the day)?
- Is it difficult for you to take your medication every day?
- Do you ever forget to take your medication? If yes, what do you do when you remember you have forgotten to take your medication?
- Are there other remedies from your culture such as herbal medication that you use to treat your diabetes?

## HEALTH RELATED FACTORS continuation



### Results of previous treatments

You have visited me a few times now.

- How are you doing?
- Has the treatment worked?
- How are you doing at work? How is...
- What did you do to relieve your problems? What results are you proud of?
- How did you do that?
- What isn't going as well as you hoped for?
- Why is this and what could change?
- What do you want to change this coming period?
- How can I help you to accomplish that?
- Who else can help you to achieve your goals? Family or friends for instance?

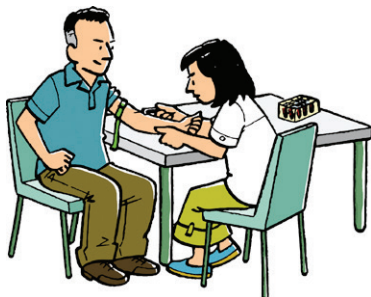
## Discussing diabetes in the examining room

### PERSONAL FACTORS



### Ethnicity

- Where were your (grand)parents born?
- Where were you born?



### Perception of illness

- How did you get diabetes?
- How do you experience this illness?
- Do you think this illness can be cured completely?
- What can be done to treat diabetes?
- What can you do yourself to treat your diabetes?



### Quality of life

- How do you feel?
- What is your health like?
- How are you sleeping? Do you sometimes feel tired?
- Do you worry a lot? About what do you worry?
- Do you worry about your diabetes? What concerns do you have?
- If you think about all your worries, how important is diabetes? Would you rather control your diabetes a bit more or...?

Some people feel depressed because of their diabetes.

- Are you ever sad or do you suffer from anxiety?
- What causes those feelings?
- How does this affect your diabetes? And your life?
- Are there any things you have difficulty doing as a result of your diabetes, like activities in your spare time or at work? Can you explain to me why you experience difficulties? How do you feel about that?



### Lifestyle / Nutrition and exercise

- How often do you eat during the day? With whom do you eat and what do you eat?
- When it comes to your food, drink and exercise, what is important to you?
- What are important cultural dishes or food for you?
- What are carbohydrates?
- How do carbohydrates affect your diabetes?
- Do you think you live a healthy lifestyle?
- What is the effect of food/alcohol/smoking on your diabetes?
- If you visit friends or relatives, what do you do when you are offered food? (In some cultures people experience a pressure to eat any food offered because refusing food is deemed an insult and could offend the host).
- What would you like to change? Would you like to exercise more? Change your eating habits? Or quit smoking?
- How can I help you achieve this and what can you do yourself?
- Who else can aid you with this? Friends or family for instance?



### The patient's preferences (What does the patient want?)

- What kind of treatment/help do you want? For example in changing your life style or use of medication. Is there anything you would like additional help with?
- Are there any activities you would like to do with other people (e.g. a hiking club or cooking course)?
- Is there anything you would like to do but you think is too difficult? And how could you achieve this?
- Who and what do you need to achieve this?

## PERSONAL FACTORS continuation



### Self management (What can you do yourself)

- What can you do to adapt a healthy lifestyle while suffering from diabetes?
- What do you want to change or do differently? Why? What problems do you want to deal with? What are the goals you wish to achieve?
- How, when and with whom are you going to do this?
- What can you do yourself? For instance when it comes to food and drink, exercise, smoking, stress, sleep deprivation, depression, medication, compliance, etc.
- What is difficult for you? What do you see as a challenge?
- What do you need to accomplish the changes you want to make? (motivation)
- When do you need my help, or the help of another care provider or somebody from your social environment?



### Self management (What can you do yourself)

#### Specific illness knowledge and skills

- Do you know what you're supposed to do if you have diabetes-related pain or problems? Like when you have low blood sugar for example?
- When you are faced with diabetes related problems, do you remain calm? Do you think you can solve your own problems? (trust your own capabilities)
- Are you able to take your medication according to prescription?
- Do you check your blood sugar level yourself?
- When can you solve something on your own?
- Are you aware of the effects of the medication you take?
- Due to your diabetes, do you know what you should pay extra attention to and what you should check yourself? For instance checking your feet, drying your feet – especially inbetween your toes – and checking the needle marks from the insuline injections.
- Do you fast during the Ramadan? Why? Explain that people who are suffering from chronic diseases are exempt from fasting.
- Did you talk to your care provider about fasting during the the Ramadan? What do you have to do and change when you participate in the Ramadan, for instance concerning medication and food. What risks are you taking when you don't do this?
- Is this hard for you? What do your family and friends say?
- Is your diabetes more severe during the Ramadan?
- As a diabetic, when you make ablution (wudhu) what do you have to pay special attention to while washing your feet?
- What do you have to pay extra attention to when you take a (long) vacation?
- Did you know that when you're on vacation your blood sugar changes because the days are different? What can you do about this?

## PERSONAL FACTORS continuation



### Self management (What can you do yourself)

#### Possibilities for self-development

- What help do you need to achieve your goals?
- What do you think will be most difficult in achieving .... (of the agreed treatment methods)
- Do you think you can learn that? And if so, how are you going to do that?
- What help do you need and in what ways can we work together?



### Social environment (family and friends)

- Who in your social environment knows that you have diabetes?
- Who else should be aware or should be allowed to be aware of your diabetes?
- What do your family and friends think about your diabetes?
- What do they think about your condition and restrictions?
- Do your partner, friends, acquaintances, etc. support you in your dealing with diabetes and in achieving your goals?
- How is diabetes perceived in your culture? Do you have problems with that?
- Does your diabetes cause any problems at your work?
- Do your colleagues and boss support you?
- Do you feel the need to talk with fellow diabetics?

GUIDE Annual diabetes conversation for immigrants

#### Colofon

This guide has been brought to you by the Dutch Diabetes Federation (Nederlandse Diabetes Federation) in conjunction with the Jan van Ooijenstichting. This leaflet has been developed with expertise help of the professionals at the Stichting Voorlichters Gezondheid from Rotterdam. Novo Nordisk is social partner.



nederlandse  
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Jan P.G. van Ooijen Stichting



Voorlichters Gezondheid



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