Part 1: About the Conversation Starter Education Tools

The Conversation Starter education tools were adapted from the content in the small group Conversation Map® education tools, which were developed by Healthy Interactions in collaboration with the American Diabetes Association (ADA). The Conversation Map education tools were designed and launched in 2007. They were developed for healthcare professionals to engage groups of patients in dynamic conversations related to managing diabetes. Over 15,000 healthcare professionals in the U.S. have been trained and equipped with the Conversation Map education tools.

The small group tools have been adopted by diabetes educators across the U.S. as a standard for delivering diabetes self-management education. The tools help them deliver patient-centered education, keep their patients engaged during sessions and are more fun for the educator than the traditional didactic approach. Educators have requested a tool that would leverage the same methodology but could be used in a one-on-one setting. In response to this need, we have created the Conversation Starter, a tool for one-on-one diabetes education.

Like the group tool, the Conversation Starter education tool is designed to:
- Improve patient engagement
- Advance diabetes self-management education
- Optimize diabetes care outcomes

Part 2: Using the Conversation Starter Education Tools

The tools include a “facilitator guide” which is on the side of the easel that the facilitator will see during a session. It is made up of Socratic-based questions intended to help patients come to their own conclusions about how they can best manage their diabetes.

Format:
- The small-easel design makes the tools easy to use on small surfaces such as desks, counters and exam tables. When the tool is set up, the patient will be able to see a full Map visual lying flat on the table as well as elements of the Map visual on the upright portion of the easel. At the same time, you will be able to see the recommended questions, relevant tips and answers, and a small image of the patient side of the easel.
- The tools are divided into modules so that you can use the entire tool or just those modules that you feel are most relevant for your patient, given the amount of time you have for a session.
Content:

**The Road to Better Managing Your Diabetes**

*Conversation Starter* education tool covers these topics:
- Understanding what diabetes is and how it works
- Dealing with feelings about diabetes
- Checking your blood glucose levels
- Healthy eating
- Keeping active
- Diabetes medicines
- Your support network

**The Let’s Talk About Diabetes and Healthy Eating**

*Conversation Starter* education tool covers these topics:
- The relationship between blood glucose, insulin, and food
- Feelings about food and eating
- Nutrients that make up food
- How food affects your blood glucose
- Strategies for healthy eating
- Your support network

**The Let’s Talk About Monitoring Your Blood Glucose**

*Conversation Starter* education tool covers these topics:
- What blood glucose and insulin are
- Blood glucose target ranges
- Monitoring your blood glucose
- A1C targets
- What can make your blood glucose go up or down
- Managing high blood glucose
- Managing low blood glucose
- Using your monitoring results to manage your diabetes
Part 3: Process and Session Facilitation

Now that we have covered what Conversation Starter education tools are, and the content of each tool, let’s look at how to use them.

The process for a successful session:

- **Use the facilitator guide.** It is your key to creating and running successful Conversation Starter sessions. It’s ok to read from the guide in your first few sessions.

- **Follow the questions.** Ask the questions as they are written in the facilitator guide, which align with the learning objectives and are designed to promote active participation. Utilizing these questions will also ensure that you’ve covered all the content as it has been designed and tested.

- **Discuss and share experiences.** Allow your patient to answer and discuss the questions. Simply providing your patient with answers does not challenge him or her to think. Discussion, which creates a rich and meaningful learning experience, challenges patients to think about how they can apply the learned information.

- **Focus on the goal.** The discussion provides an opportunity for participants to internalize the information and to set goals that will ultimately lead to sustainable behavior change.

When facilitating a session:

- Encourage conversation instead of simply providing all the answers.

- Avoid lecturing the patient.

- Redirect the conversation when necessary.

- Ask thought-provoking questions instead of simply asking yes or no questions.

- Encourage the patient to come to his or her own conclusions.

- Focus on a clinically meaningful conversation instead of discussing non-relevant issues.

- Make sure the patient does most of the talking during the session.
Advanced Facilitation Tips
Once familiar with the tools you will start to:
- Paraphrase the material while your patient looks at the image.
- Refer to the facilitation guide less.
- Start to reference the fold-out Map visual more frequently.

Part 4: Getting Started
It’s really essential to dive in and begin working with the Conversation Starter education tool as soon as you have received it.
- Set up the tool in the space you plan to use for the session.
- When the tool is set up make sure that it doesn’t create a barrier between you and your patient.
- Be familiar with the individual modules and how they relate to the Map as a whole.
- Prepare/print any supporting documentation you want to use with the Conversation Starter education tool.
- Take a deep breath, smile and have an inspiring patient education experience.

Part 5: Additional Resources
To learn more about Conversation Map Starter tools, visit healthyinteractions.com

Access a short online training course on how to use the Conversation Starter education tools at healthyinteractions.com/conversationstarter

If you have questions about using the Conversation Starters, we invite you to call Healthy Interactions to speak to a live coach. Call 312.755.9901 and ask for coaching on the Conversation Starters.

For general diabetes resources for professionals and patients, visit:
professional.diabetes.org
and
journeyforcontrol.com