

Innovative Diabetes Education Through Telemedicine: A Dietitian's Perspective

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WELLPOINT

Agenda

- List two benefits of telemedicine.
- Discuss diabetes teaching methods to be used via telemedicine.



Telehealth and Telemedicine Definitions

- **Telemedicine**
 - The use of electronic communication and information technologies to provide or support clinical care at a distance. Included in this definition are patient counseling, case management, and supervision/preceptorship of rural medical residents and health professional students when such supervising/precepting involves direct patient care.
- **Telehealth**
 - The use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health, and health administration.

Responsibilities of the Registered Dietitian in Telemedicine

- **Registered Dietitian**
 - Provide nutrition/dietary consultations to participants in the health management programs. RDs identify areas requiring improvement and consult with patients via telephone to initiate behavior change related to dietary intake and management.



Nutrition Educational Services

- Registered Dietitians (RD's) help the medical team to improve the nutritional health of members. RD's ensure that the patient understands various nutrition goals and objectives by providing:

- Nutrition Counseling
- Patient Education
- Positive impact outcomes for individuals diagnosed with chronic conditions



Common Conditions for Dietitian Involvement via Telehealth

- Anemia
- Cardiovascular Disease
- Diabetes
- Gastrointestinal Disease
- Food Allergies
- Gout
- Renal Disease
- Oncology
- Vegetarian
- Pediatrics
- Pregnancy

Nutrition Education Techniques

- Using virtual education documentation information on a variety of subjects in the areas of nutrition and healthcare.
- Nutrition education is done via live chat session.
- Nutrition information is sent via mail only.
- During consultations, the RD's refer members to registered sites that are approved websites.

Registered Dietitian's Coaching Objectives

- Must do HIPPA Verification for each call.
- Work with the member to complete their goals.
- Consult the member the same way as if the member was in person.

Member Benefits

- Guidance and support to adopt healthier behaviors
- Holistic health management to meet total health needs
- Greater understanding and control of health risks and conditions
- 24/7 access to a primary nurse and access to multi-disciplinary team of health professionals



Coaching Techniques

- **Motivational Interviewing** –
 - A technique used in behavior change that is collaborative and participant centered to evoke behavior change through the resolution of ambivalence.
 - The traditional ways of counseling patients was like “wrestling with each partner grappling to gain the advantage; wrestling leaves both participants tired and at least one of them feeling defeated. Motivational Interviewing is more like dancing, rather than struggling against each other, the partners move together smoothly. The fact that one of them is leading is subtle and is not necessary apparent to an observer. Good leading is gentle, responsive and imaginative.

Agenda Settings

- **Setting the expectations for the call.**
 - Example: I would like to gather some information, and along the way talk about how you did with controlling your blood sugars this month and explain to you about carbohydrate counting.



Collaboration

- **Working in partnership with a participant to identify realistic steps to behavior change.**
 - Example: So, you have decided to change your eating habits in order to get your blood sugar down. What steps have you decided that will work for you to change your eating habits?



Elicit-Provide-Elicit

- An exchange of information that allows the participant to express what they know before the Registered Dietitian starts teaching. Then the Registered Dietitian finds out if the information provided was helpful.
 - Example: Ask if participant knows what foods have carbohydrates. Fill in any blank, then ask if that was helpful information.

Negotiation

- A combining of the Registered Dietitian and participant's agenda.
 - Example: So you feel you need to lose weight, I will be happy to discuss that with you, then could we spend a few minutes discussing your elevated blood sugar?

OARS

- OARS are the four basic skills of Motivational Interviewing:
 - Open ended questions
 - Affirmations
 - Reflections
 - Summarization

Open Ended Questions

- These are questions that encourage a more elaborate answer than "yes" or "no".
 - Example: What do you think of the amount of carbohydrates you are eating per meals and snacks?
 - Example: How could you do portion control with the amount of food you eat for dinner?

Affirmations

- **Positively acknowledge the participant attempts at success.**
 - Example: You have lower the amount of carbohydrates you have eaten during your snack time. How do you feel about your success?



Reflections

- **Statements used to clarify what a participant said by rephrasing or paraphrasing.**
 - Example: So you still want to drink regular sodas even though your blood sugars are running in the high 200's.



Summarization

- **The use of several reflections combined to help paint the big picture for the participants.**
 - Example: Your plan is to start walking 10 minutes per day, 4 days per week. You are hoping to lose weight that way, but do want to set weight loss goals right now.



Time to Role Play



Conclusion

- When a Registered Dietitian uses the Motivational Interviewing techniques to encourage Behavior Change, we put the participant in control while moving them towards outcome. By using the spirit of Motivational Interviewing with Diabetics, we are gently guiding the participant toward a healthier, happier, more productive way of life!

References

- Health Behavior Change: A Guide for Participants – Stephen Rollnick, Pip Mason, Chris Bulter © 1999
- Motivation Practice: Promoting Health Habits and Self-care of Chronic Disease – Dr. Rick Botelho © 2002.
- Motivation Interviewing: Preparing People for Change – William Miller and Stephen Rollnick © 2002.

Thank You!



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