



Questions from last session?  
Anything to share?

1

# Health Behaviour Change

Diabetes Care Coaching



OKAKI

2

## Before We Begin ...



- Our goal is to create a safe space where all participants are comfortable to learn, share, ask questions
  - Everyone brings knowledge and expertise
  - I am always learning too
  - We won't record discussions, but will share monthly education videos
- The coaching sessions will focus on practical pieces of working in diabetes. For details, it is always best to reference the Diabetes Canada Clinical Practice Guidelines ([guidelines.diabetes.ca/cpg](https://guidelines.diabetes.ca/cpg))

3

## What We Plan to Cover Today



- Healthy habits suck
- Living with a chronic disease
- Readiness assessments
- Exploring value and meaning
- Patient-driven appointments

4



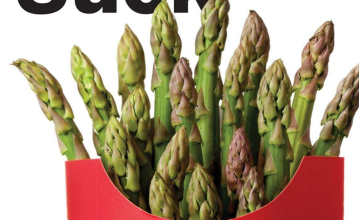
# What makes it hard to change habits?

5

Remember... Healthy Habits Suck!



# Healthy Habits Suck



How to get off the couch  
& live a healthy life...  
even if you don't want to


**DAYNA LEE-BAGGLEY, PhD**  
FOREWORD BY RUSS HARRIS

6


## Healthy Behaviour

### Executive mind

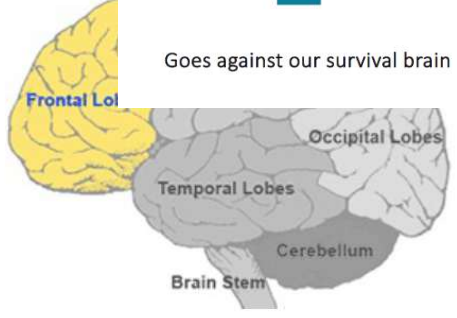
- Frontal lobe
- Controls behavior
- Like a battery




Goes against our survival brain




Requires frontal lobe battery



 DR. LEE-BAGGLEY & ASSOCIATES

Source: Lowe, Reichelt, & Hall, 2019; McGonigal, 2013

7



# Diabetes is a Chronic Disease

8

## Managing a Chronic Disease Takes Sustained Work



- Diabetes is a lifelong condition, requiring continuous management
- There is no finish line to this...



9

## Managing Diabetes is Hard



- A diabetes diagnosis can hard on a person and family
  - [Diabetes Open Hours: Dealing with a New Diagnosis - Diabetes Canada](#)
- Someone living with diabetes (especially if using insulin) makes 180 more decisions each day about their health than someone without diabetes.

10



# Readiness Assessments

11



NO!

Yes, but...

YES!

*Dr. Michael Vallis is a great resource!  
He is who I learnt this from.*

12

## Questions for a Readiness Assessment



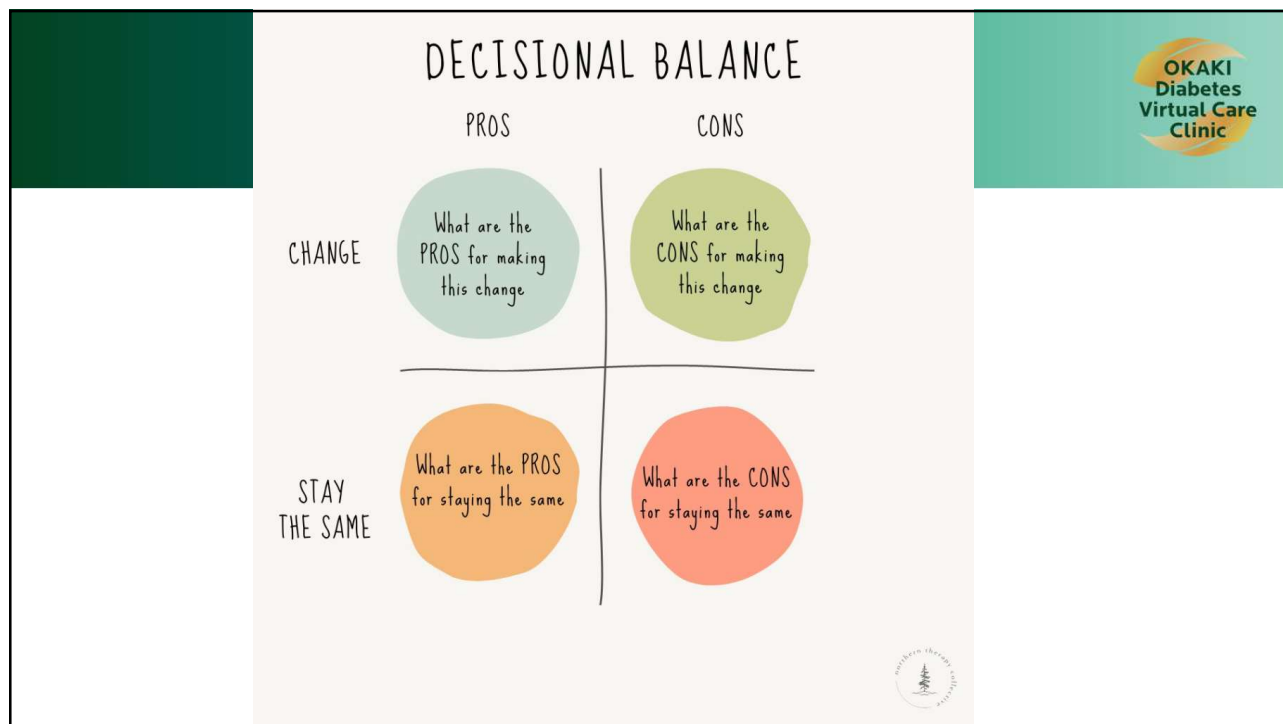
- Do you consider [the behavior] a problem?
- Are you distressed/bothered by [the behavior]?
- Are you interested in changing [the behavior]?
- Are you ready to change now?

13



## Decisional Balance

14



15

OKAKI Diabetes Virtual Care Clinic

## Focus on Value and Meaning

16



- Our society likes to focus on goals, not values
- Normalize lots of people don't immediately know their why
- Questions:
  - Why is this important to you?
  - Why do you want to make this change?



17



- Let's work through this together with some examples...
- How will engaging in *<the health behaviour>* help you move toward a value?
- How does engaging in *<the health behaviour>* help you express a value?

18



## Tips for Patient Driven Appointments

19

### Practice Active, Non-Judgemental Listening



If you have a response ready ...  
then you're not doing non-judgmental listening!

20

## Ask, Then Offer



- Acknowledge a patient's own expertise
- Give patients time to reflect and have a say in what is discussed

*(Health Change Methodology training)*

21

## Rephrase to Help Normalize



“Do you ever miss taking your insulin?”

vs

“How often do you miss taking your insulin?”

22

## Wait for 8



- Become comfortable with silence
- Count to 8 in your head after asking a question

*(Health Change Methodology training)*

23

## Patient Sets Priorities



- Who is setting the agenda for the appointment?
  - Moving away from us having the agenda as the expert...
  - Difficult as sometimes we have to let our “priorities” go
  - This can be really important for relationship building
- Questions like:
  - Is there anything you wanted to cover today?
  - I got the referral from your doctor with a little bit of information, but I’d like to understand what you are looking to get out of this appointment / or what brings you in today.

24



# Goal Setting

25

## Before Setting Goals



- Considering frontal lobe battery idea ... social factors, trauma... what else is draining this battery?
- Need to check our expectation that someone is *always* thinking about the chronic disease they are living with
- Can be helpful to come back to values! Why are you doing this?

26

## Goal Setting



- Patient takes the lead, versus being told what to do
- Focus on behavior change
  - Behavior is something someone else could see you do (not a thought or feeling)
  - We have more control over behavior vs thoughts (prefrontal cortex vs survival brain)
- Back-up from the outcome, set goal on something to do
  - “white elephant” – what can you add vs avoid?

27

## Breaking Down Goals



The “big goal”  
(in a year... in three months... etc)

Today I will...

This week I will...

This month I will...

28

## Small, Reasonable Goals



- Success builds success
- Assessing confidence in the goal set, are you 90% confident you can accomplish this?
  - If no, then change it or scale it back



29

## Wrapping Up...

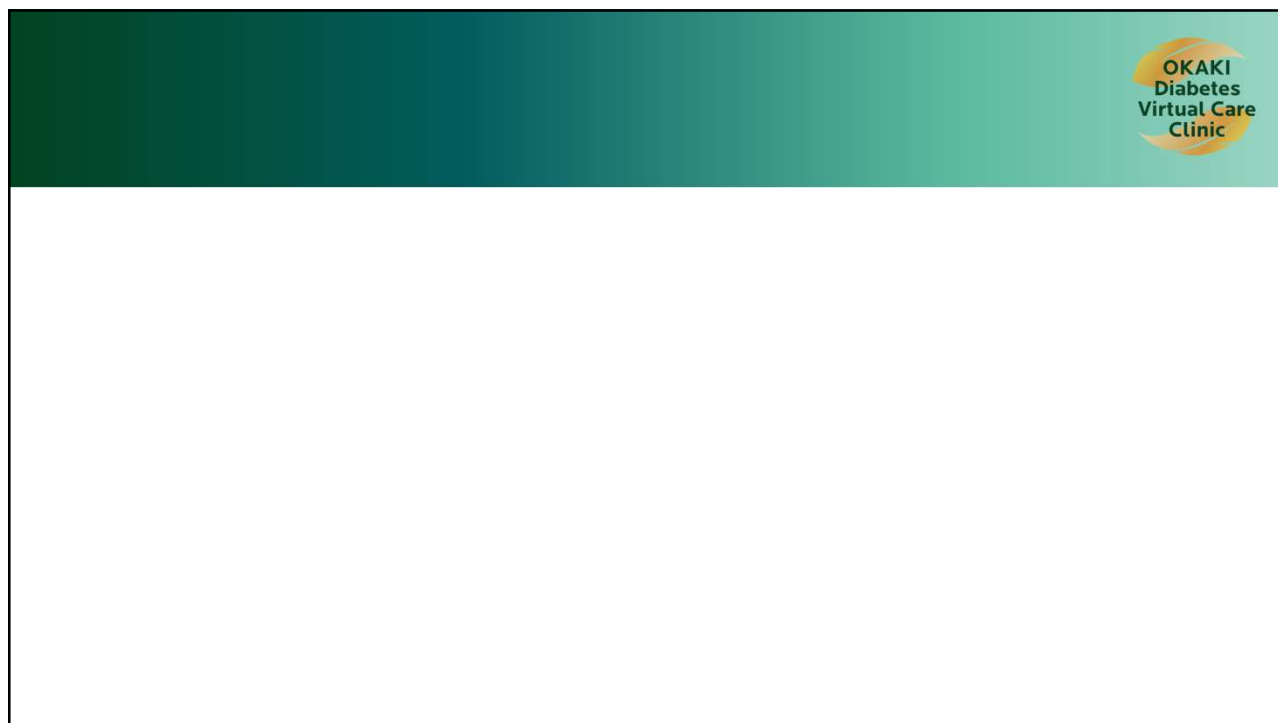


- Do you have one or two takeaways that you can use in your work?
- Next Session:  
Monitoring Blood Sugars, December 17<sup>th</sup> at 9:00 AM

30



31



32