

# Successful Insulin Use in T2D: Communication and Collaboration

1 LISTEN AND UNDERSTAND	2 EXPLAIN AND EDUCATE	3 COLLABORATE	4 SET EXPECTATIONS
GOALS	GOALS	GOALS	GOALS
<ul style="list-style-type: none"> <li>• Ask questions up front about the patient's fears and concerns.</li> <li>• Practice active listening.</li> <li>• Take cues from the patient's responses.</li> </ul>	<ul style="list-style-type: none"> <li>• Help the patient understand why insulin is necessary.</li> <li>• Explain "What's in it for them:" Living a healthier life, feeling better, lowering the risk for complications later.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate to develop a shared action plan.</li> <li>• Identify the right regimen based on patient input and lifestyle.</li> <li>• Allow for patient choice.</li> <li>• Ask patients to identify some short-term goals.</li> <li>• Help them to see how improving control of their diabetes can help them reach their goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Insulin treatment is a marathon, not a sprint.</li> <li>• You will be a partner with them for the long run to help them achieve their goals.</li> </ul>
SUGGESTIONS	SUGGESTIONS	SUGGESTIONS	SUGGESTIONS
<ul style="list-style-type: none"> <li>• How do you feel about insulin?</li> <li>• What concerns you about insulin?</li> <li>• Could you share the reasons you feel so strongly about not taking insulin?</li> </ul>	<ul style="list-style-type: none"> <li>• Use analogies: When your car runs out of gas, you need to refill the tank - our bodies need insulin like a car needs gas.</li> <li>• Always acknowledge and accept their fears and concerns before providing new information.</li> </ul>	<ul style="list-style-type: none"> <li>• Tell me what a typical day for you would be like.               <ul style="list-style-type: none"> <li>» Do you think you can make the time for one injection daily?</li> <li>» When do you prefer to inject, am or pm?</li> </ul> </li> <li>• Can you think of a time where taking or remembering an injection might be difficult?               <ul style="list-style-type: none"> <li>» How does this plan work for you?</li> <li>» What are your future goals (playing golf, seeing grandchildren grow up)?</li> <li>» Let's make a plan to help you meet your goals.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• We are in this together.</li> <li>• We're starting small, but your optimal dose may be higher.</li> <li>• Together, we will adjust your dose over time.</li> </ul>

**Insulin is a dangerous drug**

**Insulin is natural, same as the body produces**

**Taking insulin means I am a failure**

**As your T2D changes over time, you might not produce enough insulin on your own**

**What do I do if I have hypoglycemia?**

**We will teach you how to identify, treat, and avoid hypoglycemia**