Original Article

Feedback about Conversation Map™ tools from trained facilitators in Pakistan

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ABSTRACT

Objective: To assess the views and feedback of trained Map facilitators on content and usability of the Diabetes Conversation Map™ (DCM) education tools.

Methodology: This study included Pakistani trained health care Map facilitators from June 2010 to September 2011. Four separate Map sessions on how Diabetes Works, living with Diabetes, eating healthy & exercising, and starting insulin treatment were facilitated by a trained facilitator. Each 60–90-minute session includes 3–12 trained facilitators. Evaluations were performed after the session through a questionnaire having questions about use of DCM for educating people with diabetes, contents of each Map, role of facilitator, and overall impact of DCM education tools on participating respondent.

Results: Out of 274 HCPs, 94.3% and 96% agreed that it is a better way of patient education and it provides better education as compared to print material respectively. Around 70% and 80% participants agreed that contents of “How Diabetes Works” & “Healthy Eating and exercise” are not difficult for people with type 2 diabetes mellitus (T2DM) respectively while most of the participants (80% and 76.5%) found contents of “Living with Diabetes” and “Starting Insulin” valuable and easy to apprehend. Most of the participants mentioned that self-monitoring of blood glucose, understanding regarding oral hypoglycemic agents, and insulin injecting technique should be included. Majority healthcare providers (80%) were satisfied with facilitation of Expert Trainer.

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Conclusion: Most of the HCPs found DCM as a useful tool for educating people with diabetes. However, some modifications are required to further enhance its effectiveness.

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1. Introduction

Diabetes is the most common non-communicable disease globally and the incidence is increasing worldwide. According to International Diabetes Federation (IDF), one person in 10 adults has diabetes in Middle East and North Africa (MENA) region. There were 34.6 M people affected with diabetes in 2013, which is expected to increase 67.9 M by the year 2035 in this region. This evolving epidemic has increasing rate of diabetes-related morbidities and mortality. Centers of disease control and prevention confer that diabetes is the seventh leading cause of deaths. Diabetes-related complications such as coronary artery and peripheral vascular disease, stroke, diabetic neuropathy, nephropathy, retinopathy, and amputations are resulting in increasing disability, reduced life expectancy, and an increase in massive health costs.

Diabetes self-management education (DSME) plays great role in the management of diabetes. Through DSME, people with diabetes acquire knowledge, self-management skills, and confidence to modify their lifestyle and practice self-management, which ultimately improves health outcomes. Dietary modifications, physical activity, stress management, and pharmacologic measures with DSME help in achieving desirable outcomes for people with diabetes. Several ways are used to implement DSME worldwide, such as group education, one-to-one educational sessions, web sites, audio and video aids, print media, and SMS text mass messaging. Diabetes Conversation Map™ education tools are one of the latest modality for the implementation of DSME. It is developed by Healthy Interactions in collaboration with International Diabetes Federation (IDF) and sponsored by Lilly global since 2008. This is a evidence-based tool which follows clinical guidelines of Diabetes management 2009–10 by American Diabetes Association (ADA). Diabetes Conversation Map™ education tools are series of metaphors through which people from different social and cultural background get engaged in discussion. They share their personal beliefs, experiences, and misconceptions about living with diabetes. The discussion undergoes in guidance of trained facilitator. The facilitator drives session with the help of guide. All participants learn facts and information related to diabetes self-management and become empowered to find best possible solutions for their diabetes related problems. The pictorial visual on the Conversation Map™ tools provide understanding and guidance about dealing different situations, which they face during daily self-management and relate them to their personal experiences. The activity cards are used to initiate discussion through which participants gain knowledge and self-management information from each other under supervision of facilitator.

The diabetes Conversation Map™ education tools are implemented in over 120 countries and translated to 35 different languages. People with diabetes get empowered and develop confidence to take responsibilities and informed decisions for their own health. At the end of each of four sessions, participants set goals and take step toward behavior modifications, which lead to improvement in self-management of their diabetes. There is scarcity of the data regarding HCPs views about the use of these Map tools; hence, the present study was planned.

The aim of this study was to assess the views of healthcare professionals regarding the impact of Map sessions on knowledge, attitude, and confidence about educating people with diabetes though Conversation Map™ tools.

1.1. Methodology

This cross-sectional study was conducted at Baqai Institute of Diabetology and Endocrinology (BIDE), a tertiary care Diabetes Centre of Karachi, Pakistan, from June 2010 to September 2011. Two hundred and forty-seven healthcare professionals (HCPs) from various primary, secondary, and tertiary care centers, nursing schools, and medical colleges related with diabetes care and patient education were included in the study. All of the HCPs in a study were previously trained on the use of the four Conversation Map™ tools and certified as Map facilitators. The purpose of the facilitator training is to prepare the HCPs to use the Map tools with PWD. The Map is a 3-by-5-foot table-top visual with interesting drawings of metaphors of daily self-management situations which are familiar to people with diabetes. In a facilitator training, the Map was placed on a table with HCPs gathered around it in U-shape with an Expert Trainer sitting in the middle. The first Map reviewed was titled “How Diabetes Works “which provides an overview of diabetes and is designed to address how diabetes happens and concept of possible chronic complications. The second Map “Living with Diabetes” provides information regarding hypo- and hyperglycemia, psychosocial adjustments, and issues related to a daily self-care. The third Map was “Healthy Eating and Exercising” which provides information about all food groups, eating patterns, and portion sizes along with different types of physical activities. This Map also provides the concept of balancing food with physical activity. The fourth Map was “Starting Insulin treatment” and offers information about natural progression of diabetes, psychological reactions toward insulin treatments, site rotations and insulin handling in daily self-care and with other common situations with type 2 diabetes.

There are six components of Map experience that were demonstrated during the training, such as Map visual, information sharing, activity cards, group interaction, facilitator guide, and goal setting. Three to twelve healthcare professionals took part in each session regarding self-management education which would be provided to people with diabetes through this novel tool.
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