

Use of Recommended Communication Techniques by Diabetes Educators

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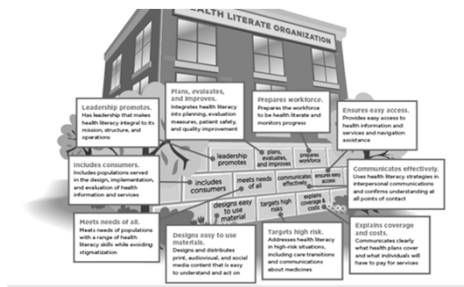
Conflict of Interest Disclosure

- No conflict of interest or state financial interest to declare

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IOM Health Literate Organization



Communicating Clearly

- AHRQ Universal Health Literacy Precautions
- Communicate clearly
 - Simple language
 - Focus on 2-3 key points
 - Use teach back
- Better communication associated with:
 - ↑ self-care
 - ↑ Adherence
 - ↑ Health outcomes

Previous Communication Studies

- Communication practices studied:
 - Physicians
 - Dentists
 - Nurse practitioners
- Diabetes educator practices not examined

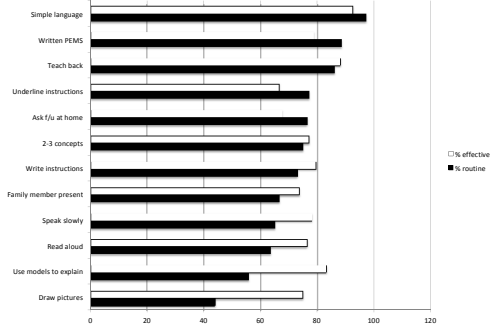
Purpose

- To determine diabetes educators' use of recommended communication techniques
- To determine differences in communication by educator characteristics

Sample

- 160 participants with pediatric practice
- Mostly female
- Mean age 48.8 years
- 79.2% White, 3.1% Black, 5% Asian, 7.5% Hispanic, and 3.1% Native American
- 62% RNs (1/2 were APN), 29% RDs, 3% PharmD
- Years in practice, 0-30+ years
- Certified diabetes educators, > 70%

Results



Peds DM Educator Characteristics & Routine Use of Communication Techniques

Characteristic	Sample size (No., %)	Mean # techniques	p-values
Race/Ethnicity			ns
Caucasian	126 (79%)	8.99	
African American	5 (3%)	10.07	
Hispanic	12 (8%)	10.3	
Asian	8 (5%)	9.36	
Native American	5(3%)	8.64	
Other	3(2%)	8.29	
License			ns
RN	66 (41%)	9.51	
APN	34 (21%)	9.3	
RD	47 (29%)	8.54	
PharmD	5 (3%)	9.42	
Other	7 (4%)	10.3	
Highest Degree			ns
Associate Degree	23 (14%)	9.88	
Bachelor's Degree	68 (43%)	9.09	
Master's Degree	55 (34%)	9.13	
Doctorate Degree	14 (9%)	9.57	
Years Practice			ns
0-5 yrs	49 (31%)	8.77	
6-10 yrs	26 (16%)	8.86	
11-15 yrs	27 (17%)	8.89	
16+ yrs	56 (35%)	9.97	
CDE			ns
Yes	120 (75%)	9.34	
No	39 (24%)	8.98	
School Curriculum			0.024
Yes	73 (46%)	9.63	
No	81 (51%)	8.85	
CE			ns
Yes	120 (75%)	9.4	
No	39 (24%)	8.91	

Characteristics	Sample size (No., %)	Mean # technique	p-value
Race/Ethnicity			0.016
Caucasian	308 (68%)	8.99	
African American	29 (6%)	10.07	
Hispanic	56 (12%)	10.3	
Asian	33 (7%)	9.36	
Native American	11 (2%)	8.64	
Other	14 (3%)	8.29	
License			0.013
RN	155 (34%)	9.51	
RD	131 (29%)	8.54	
PharmD	24 (5%)	9.42	
APN	110 (24%)	9.3	
Highest Degree			0.29
Associate Degree	51 (11%)	9.88	
Bachelor's Degree	186 (41%)	9.09	
Master's Degree	171 (38%)	9.13	
Doctorate Degree	42 (9%)	9.57	
Years Practice			0.002
1-5 yrs	148 (33%)	8.77	
6-10 yrs	73 (16%)	8.86	
11-15 yrs	76 (17%)	8.89	
16+ yrs	150 (34%)	9.97	
CDE			0.24
Yes	318 (71%)	9.34	
No	132 (29%)	8.98	
School Curriculum			0.005
Yes	243 (55%)	9.63	
No	197 (45%)	8.85	
CE			0.083
Yes	170 (38%)	9.4	
No	281 (62%)	8.91	

**All DM Educator
Characteristics &
Routine Use of
Communication
Techniques**

Discussion

- Diabetes educators use more communication techniques than other providers
- Use teach back more than previous reports
- Limitations
 - Convenience sample: selection bias
 - Self-report: social desirability bias

Clinical and Research Implications

- HL and communication education inc competency
 - Promote non-routine communication techniques
 - Develop and promote school curriculums
 - Continue to disseminate at professional forums
 - Assess HL and communication competency
- Direct observation communication
 - compare with HCAHPS
