

# Knowing Your Diabetes

Health Coaching for Diabetes Control, Health Literacy,  
and Self Management

Self Management Skills include wound care

# KNOWING YOUR DIABETES

KNOWING  
TRIMMING MOVING  
MINDING  
CHECKING FEEDING  
CLEANSING  
HEALING

## LITERACY

Which food is the largest source of sodium in the American diet

- Breads and rolls       Cold cuts and cured meats       Pizza       Poultry

ANSWER THIS QUESTION

## WELCOME TO KNOWING YOUR DIABETES

Knowing Your Diabetes is dedicated to the prevention, detection and evaluation of diabetes as one of the leading cause of death and disability in the United States.

Knowing Your Diabetes is a Health Literacy program designed for individuals with diabetes, heart disease, heart failure, lipid/cholesterol disorders, high blood pressure or the metabolic syndrome. If you have diabetes, pre-diabetes or the metabolic syndrome, this program will help you to better understand the key information you need to be successful in your Diabetes Self Management Program.

The information provided is based on best practices and evidence based medicine in the field of cardiovascular health, prevention, rehabilitation and disease management.



Knowing Your Heart  
The Power Supply

# KNOWING YOUR HEART

KNOWING  
TRIMMING MOVING  
MINDING  
CHECKING FEEDING  
CLEANSING  
HEALING

## LITERACY

Which food is the largest source of sodium in the American diet

Breads and rolls

Cold cuts  
meats

Poultry

Companion Knowing Your Heart site

ANSWER THIS QUESTION

## WELCOME TO KNOWING YOUR HEART

Knowing Your Heart is dedicated to the prevention, detection and evaluation of heart disease as the leading cause of death and disability in the United States.

Knowing Your Heart is a Heart Health Literacy program designed for individuals with heart disease, heart failure, lipid/cholesterol disorders, high blood pressure or the metabolic syndrome. If you have had a heart attack, heart surgery, angioplasty/stent or suffer from chest pain that is being treated with



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**HEALING**

## Diabetes friendly breakfast or brunch with Barbara Seelig Brown



Posted on **April 21, 2013**

Diabetes-Friendly Breakfast or Brunch with Barb...



Educational platform that includes print,  
audio and video media.

0:00 / 4:14

YouTube

# KNOWING YOUR DIABETES

**KNOWING**  
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## LOGIN TO YOUR VERBS ACCOUNT

Enter your username and password to login to your account. If you have trouble logging in to your account, [click here](#) to contact us.

Secure, password protected platform for coaching



## VIEW YOUR GOALS

### GOAL

<b>Short Term Metric:</b>	Lose 10 pounds
<b>Short Term Timeline:</b>	6/1/2013
<b>Long Term Metric:</b>	Lose 20 lbs
<b>Long Term Timeline:</b>	9/1/2013
<b>Priority:</b>	1
<b>Plan Type:</b>	Trimming
<b>Action Plan:</b>	Reduce calorie intake

### PRIORITY

#### Action Plan Details:

**Action Plan:**

**Keys to Achieving This Goal:**

**Challenges:**

Coaching module focused on goals, plans, accountability and messaging with coach

### UPDATES

02/14/2013      So far so good

### COMMUNICATION WITH INSTRUCTOR

02/14/2013	Pat Dunn	Getting started
02/14/2013	Pat Dunn	Keep up the good work.
02/15/2013	Pat Dunn	test message
03/31/2013	Pat Dunn	I need some help

### ENTER AN UPDATE

**Today' Date:**      10/21/2013

**Update**

ADD UPDATE

### MESSAGE FOR INSTRUCTOR

**Have a question? Ask your instructor**

SEND MESSAGE

Welcome admin

New Messages: 30

New User Registration: 20

New Goals: 22

DATE/TIME	MESSAGE	USER	START DATE	
03/31/2013 - 10:53 AM	I need some help	Pat Dunn	06/08/2012	<a href="#">DETAILS</a>
02/15/2013 - 09:06 PM	test message	Pat Dunn	06/08/2012	<a href="#">DETAILS</a>
02/14/2013 - 02:40 PM	Keep up the good work.	Instructor	06/08/2012	<a href="#">DETAILS</a>
02/14/2013 - 02:34 PM	Getting started	Pat Dunn	06/08/2012	<a href="#">DETAILS</a>
02/14/2013 - 02:29 PM	test	Pat Dunn	06/08/2012	<a href="#">DETAILS</a>
12/17/2012 - 11:05 AM	test	Pat Dunn	06/08/2012	<a href="#">DETAILS</a>
12/17/2012 - 11:03 AM	New message	Pat Dunn	06/08/2012	<a href="#">DETAILS</a>
10/16/2012 - 06:22 PM	hello, anybody there?	Pat Dunn	06/08/2012	<a href="#">DETAILS</a>
09/19/2012 - 03:46 PM	Great. Step 1, I would like to set up a time to go over the program with you in a webinar. Please let me know when would work for you. We are going to have a weekly webinar anyway, so this would just be the first one, focused on how to use the site. There are a new more changes that we are working on that are not yet live, but should be soon. Thanks for being patient.	Instructor	06/18/2012	<a href="#">DETAILS</a>
09/19/2012 - 03:39 PM	Yeah I just sent you a response email...			<a href="#">DETAILS</a>
				<a href="#">see more</a>

Backend coaching module

## New User Registration

Date	User Name
04/01/2013	<a href="#">Pat Tester</a>
04/01/2013	<a href="#">Pat Test</a>
04/01/2013	<a href="#">John Test</a>
03/02/2013	<a href="#">wazed hossan</a>
12/31/2012	<a href="#">Jane Doe</a>
	<a href="#">see more</a>

## New Goals

Date	Goal Details	User
04/18/2013	<a href="#">new med</a>	<a href="#">Pat Dunn</a>
04/18/2013	<a href="#">test goal 33</a>	<a href="#">Pat Dunn</a>
04/10/2013	<a href="#">test goal</a>	<a href="#">Pat Dunn</a>
04/08/2013	<a href="#">aspirin</a>	<a href="#">Pat Dunn</a>
04/07/2013	<a href="#">test goal</a>	<a href="#">Pat Dunn</a>
		<a href="#">see more</a>

## Plan Type

Sr No.	Plan Type
1	<a href="#">Healing</a>
2	<a href="#">Cleansing</a>
3	<a href="#">Minding</a>
4	<a href="#">Trimming</a>
5	<a href="#">Feeding</a>

## Action Plan

Sr No.	Action Plan
1	<a href="#">Cardiac Rehabilitation</a>
2	<a href="#">Hardwire the solution</a>
3	<a href="#">Increase water intake</a>
4	<a href="#">Get more sleep</a>
5	<a href="#">Change your attitude about the situation</a>

# Process of Coaching



Person identified  
as candidate

Key deliverables

Coach focus

Participant focus

Enrollment  
phase

Set up  
information/passwords,  
devices

Make contact with  
participant, establish  
relationship, make sure  
everything is working

Thorough test of system  
to make sure everything is  
working correctly;  
passwords, devices

Knowing phase

Information/ education

Provide information;  
verify that participant  
understands; identify  
knowledge gaps

Review educational  
materials; ask questions if  
information is not  
understood.

Checking phase

Set goals, develop plans,  
set priorities and  
timelines, identify  
challenges

Make sure that goals,  
plans, timelines match  
participant's needs

Start with an action plan  
that is achievable and  
measureable

Healing phase

Weekly communication,  
including uploading  
metrics and messaging

Review metrics, answer  
questions, connect with  
participant weekly

Upload metrics, update  
plan weekly

# Phases and Timelines

Enrollment  
phase

Knowing phase

Checking phase

Healing phase

Weekly  
updates

Weekly  
educational  
topics

First week

Ongoing



# Enrollment Phase

- Timeline: From enrollment or pre-enrollment – verification that everything works
  - 1-3 days
- Technology: Verify that participant has necessary technology, such as computer, internet access, email, device
- Software: Verify that software is loaded, passwords work
- Relationship building: Getting to know participant/coach
  - Coach should make contact with participant via face to face, phone, email or messaging and should introduce himself/herself to participant
  - Coach should ask the participant to introduce themselves as well

# Knowing Phase

- Timeline: This phase is ongoing, but must be initiated before entering the next phases.
- Participant should be directed to educational materials or other learning opportunities that are necessary to getting started. Should include content as well as use of the system.
- Coach should assess the knowledge/health literacy of the participant through the communication interaction and verify that participant understands.
- Coach should identify any knowledge gaps that may exist and refer participant to resources or communicate directly with participant.
- Participant will be asked to affirm understanding of information.
- Coach should be open to answering questions and communicate this to participant.
- Continue building relationship. Participant should see coach as a resource and a way to get further information is needed.

# Checking Phase

- Timeline: Completed in 1 week, but this phase is dynamic, so course corrections will be made throughout.
- Short and long term goals, action plans, timelines, accountability, and key challenges should be identified and articulated.
- Coach should verify that the plans match goal and that the goals and timelines are realistic.
- The action plans must be achievable and measureable. Short term plans and timelines might be necessary so that the participant can see progress.

# Healing Phase

- Timeline: From establishment of action plan to completion of program
- Weekly uploading of device metrics
- Weekly communication of action plan progress, via face to face, phone, email or messaging.
- Weekly educational topics deployed through blogs, conference calls or social media
- Coach should give participant positive reinforcement for any progress
- Coach should provide feedback regarding any necessary course corrections.
- If participant becomes less compliant, coach should reach out to participant and suggest a course correction.
- Coach should continue working with participant on gaps in knowledge, motivation and engagement.
- The coaching goal should be to take the participant to the next level, either actions, measureable parameters or knowledge.

# Healing Phase Feedback

- Feedback to participant is in one of the following categories
  - Goal is met; positive reinforcement
  - Goal not met, but action plan followed; positive reinforcement, if this continues for 3 or more times, course correction might be considered.
  - Goal not met, action plan not followed; investigate reasons; if one time, continue with plan; if 2 or more times, course correction is indicated.
  - Problem requiring medical direction/attention; refer participant back to personal medical provider to resolve issue.

