Improving Adherence In Type 2 Diabetes
By Communication Training:
Evaluation of a CME Initiative

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1 Context
Effective provider-patient communication is linked to improved patient satisfaction, health status, recall of information, and adherence.* 3
- Poor communication results in 39% higher risk of non-adherence.
- Good communication results in 2.16-fold greater patient adherence.
- Communication training results in 1.62-fold greater patient adherence.

2 Design of Educational Initiative
- Providing Evidence and Building Knowledge
  - Adherence Challenges in T2D
  - Impact of Communication on Adherence
    - Strategies for Building a Partnership with your Patients
- Building Competency to Improve Patient Outcomes
  - Expert-facilitated rotating small-group breakouts with Standardized Patients
    - 84% of participants completely or strongly agree that the program content was relevant to their practice needs.

3 Learners
- Designed for Primary Care teams (family practice, internal medicine in primary care) who are not experts in T2D management.
- 312 participants attended the 5-hour live workshops delivered in 9 cities and states across the US with identified high T2D and obesity rates.

Results

"It seems to me more relevant and I appear to be more able to answer patient questions, and understand the importance and the difficulty they have to deal with this area."

Summary & Recommendations
- Our results suggest that the use of standardized patients in a small group workshop design can have a positive impact on PCP skills and attitudes related to communication.
- Our experience demonstrates that the use of SPs, although rarely used in CME/CPD, is an effective way of delivering skill and competency-based training to practicing clinicians in a disease-specific clinical context.
- Feedback from SPs was often cited by participants as most valuable and impactful on behavior change.
- 84% of participants completely or strongly agree that the program content was relevant to their practice needs, suggesting relevance of CME activities addressing communication - empowering providers to improve self-efficacy of their patients.
- The value of acquired skills and competence easily extends to other clinical contexts and disease states.
- We are adapting the live workshop format for the web-based delivery focusing of the following communication segments:
  - Setting a Shared Agenda
  - Building Rapport
  - Telling a Diagnosis Meaningfully
- Behavioral Change Counseling
- Negotiating and Implementing a Treatment Plan

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