

## CONVERSATION CARDS – SUPPORT FOR RAISING ISSUES AND CONCERNS OF PERSONS WITH TYPE 2 DIABETES

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### **Background:**

Patient-centred diabetes care should prioritise personal issues and concerns. Conversation Cards (CCs) with a set of visual cues of diabetes-related topics were designed to help establish a patient-centred agenda.

### **Aim:**

To evaluate if integrating CCs in the annual diabetes status visits support persons with type 2 diabetes in bringing forward diabetes-related issues and concerns to the agenda.

### **Method:**

This cross-sectional study included a short survey and semi-structured interviews with people with type 2 diabetes. Participants responded to the questionnaire after the consultation with the nurse. Survey data were collected from participants both using and not using CCs. Interview data were obtained from participants who were introduced to the CCs.

### **Result:**

A total of 95 participants responded the questionnaire (mean age 68,1 years and 68,4% men). Prior to the consultation, 45,1% did not consider issues to discuss. The participants evaluated that the nurses made efforts to clarify relevant topics (77,7% of the participants rated the nurse's effort 8 or 9 on a 9-points-scale). Most participants reported that the topics, they wanted to bring into the conversation, were brought up (87,7% of the patient rated 8 or 9 on a 9-points-scale).

In evaluating the supportiveness of the CCs for bringing up individual issues, the participants rated a mean score of 6,1 on a 9-points-scale. Those, who had considered issues prior to the conversation, rated the CCs more helpful (61,1% rated 8 or 9 out of 9 points) compared to those who had not (36,4% rated 8 or 9 on a 9-points-scale) (NS).

Analysis of the 20 interviews revealed that if diabetes related issues were evident, the participants would bring up these issues during the consultation, independently of the CCs. However, the CCs were an inspiration to raise issues, they had not thought of as diabetes related. Some informants felt more responsible to be active in the conversation.

### **Conclusion:**

Almost half of the participants did not prepare for the consultation. Independent of the CCs, the participants found that relevant issues were raised. The CCs were inspiring and increased engagement in the conversation.