



# Diabetes Self-Management Education and Support

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Module 8  
Problem Solving





## In This Module You Will:

- Verbalize barriers that interfere with diabetes self-management behaviors.
- Learn and apply techniques to help solve or remove barriers to diabetes self-management.
- Demonstrate where to find resources and support to help manage your diabetes.
- Create a personal plan to help manage your diabetes in the future.



## What is Problem Solving?

Problem solving is a complex, on-going process of working through barriers in a logical way to find and implement solutions.

For adults, this is the ability to learn from past experiences and to transfer those experiences to new situations effectively.

Finding and implementing solutions is a self-management skill that can be used throughout your journey with diabetes.

Problem solving can be applied to Monitoring (Module 2), Healthy Coping (Module 3), Taking Medications (Module 4), Healthy Eating (Module 5), Being Active (Module 6), and Reducing Risk (Module 7).



What is something you would like to work on?

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## Problem Solving Process

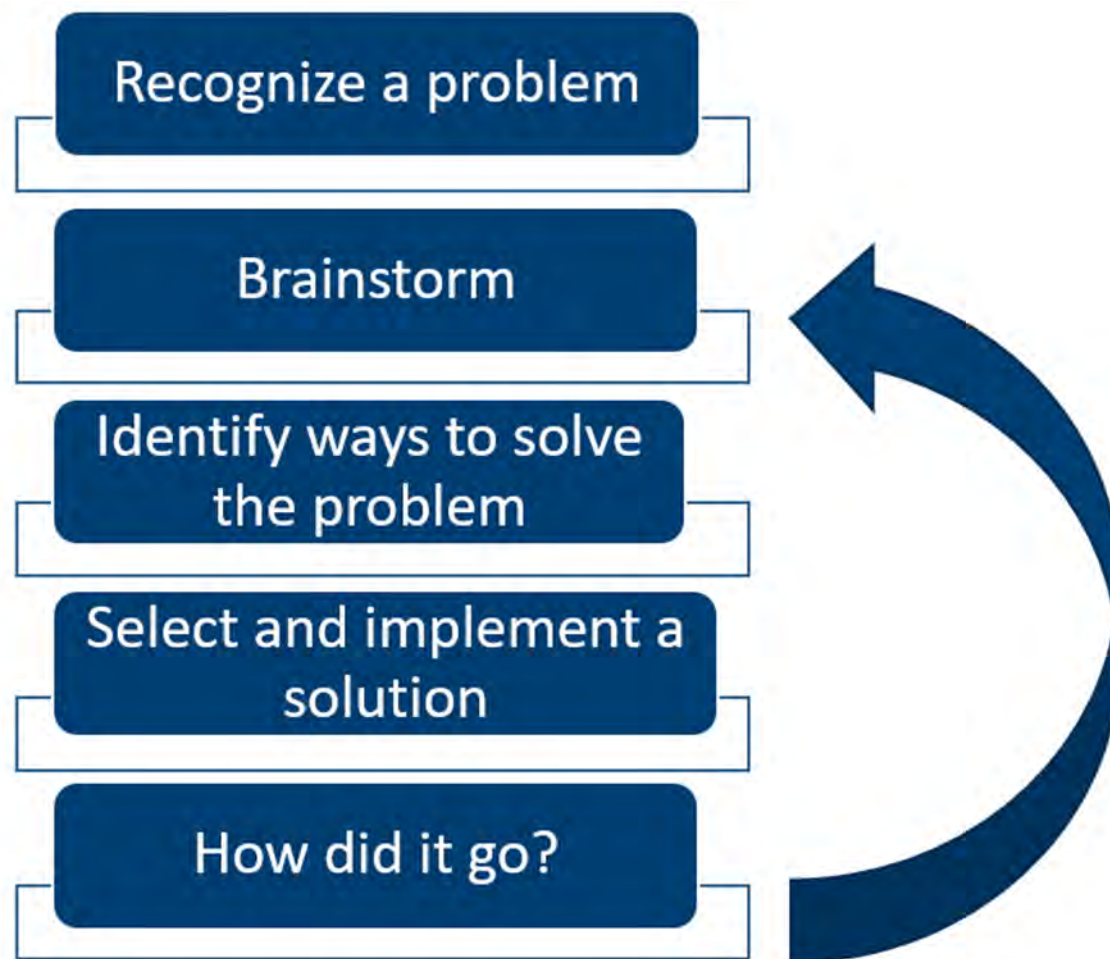
**Recognize a problem.** This is the first step in the problem solving process. It involves identifying potential issues and challenges that can cause barriers.

**Brainstorm.** This step involves exploring the problem and generating new ideas. Consider involving your diabetes support team in this process.

**Identify ways to solve the problem.** Think about every possible solution and its effectiveness. Look at the problem in different ways. Don't just take your first idea.

**Select and implement a solution.** Choose a solution and then try it out.

**How did it go?** In this step, review and evaluate how it went. Was the desired outcome achieved? If it did not go well or the outcome was not what you expected, start the problem solving process over.



## Notes:

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Have you ever been stuck in traffic before a meal?



Suddenly, your morning becomes chaotic, do you have a quick go-to meal?



Do you have inexpensive meals for the end of the pay cycle?



You are nauseated and vomiting for over 24 hours, what do you do?

## Life Changes or Transitions

Life transitions can be intimidating. They can also be exciting, stressful, and challenging. Leaving the military for civilian life, moving to a new location, or retiring from a job are all examples of life changes that you might encounter.

Regardless how challenging life transitions are, your healthcare team will support you along the way. There are also several resources available to make these life changes easier.

### VA and DOD Apps

Have any of these Apps helped you?

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Which ones are you thinking about trying?

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VA Mindfulness Coach



VA Move Coach



VA Launchpad



Navy Operational  
Fitness and Fueling





Mindfulness Coach helps Veterans, Service members and others learn how to practice mindfulness. Mindfulness means paying attention to what is going on in the present moment, without passing judgement on it.

The App provides a self-guided training program to help you understand and adopt a simple mindfulness practice.

Mindfulness Coach offers a library of information about mindfulness, 12 audio-guided mindfulness exercises, and a growing catalog of additional exercises. The App also offers goal-setting and tracking, a mindfulness mastery assessment to help track your progress over time, customizable reminders, and access to other support and crisis resources.



MOVE!® Coach is an easy to use educational program for Veterans, service members, families, and others who want to lose weight. This App features 16 self-management modules. Each module helps to build weight management skills like healthy eating and being active. It is recommended to complete one module each week.

MOVE!® Coach uses tools that allow you to track your weight and the progress you are making towards achieving your goals.



[Mobile.va.gov/appstore](http://Mobile.va.gov/appstore)



The VA Launchpad helps Veterans and their Caregivers find and use VA Apps. This App helps organize and find Apps more easily. Links to new Apps automatically appear in the VA Launchpad when they become available.

Both native Apps and Web Apps are accessible through VA Launchpad. Native Apps are available for download through the Apple App Store or Google Play, however, once you download a native App, you can open it directly from your device or the VA Launchpad. Web Apps will open and run in your device's browser.



**NOFFS Operational** 4+  
 CNIC HQ  
 Designed for iPhone  
 ★★★★★ 3.5 • 13 Ratings  
 Free

DOD has an App designed to provide a human performance training resource. Navy Operational Fitness and Fueling System (NOFFS) is focused on injury prevention while obtaining positive performance outcomes.

The exercises used in the NOFFS program replicate the activities warfighters conduct in their operational duties like lifting, pushing, pulling, and carrying. NOFFS is a complete fitness package. It provides fueling strategies for weight loss, maintenance, or gain and assists with addressing and preventing common aches and pains.

There are a multitude of Apps available to assist with tracking glucose, medication, blood pressure, physical activity, body weight, and food intake.



## VA Educational Classes

### Healthy Teaching Kitchen

The Healthy Teaching Kitchen (HTK) program provides Veterans with nutrition knowledge, cooking skills, and guided practice to build confidence in cooking at home with healthy, minimally processed foods.

VA facilities across the country offer HTK programs which teach Veterans and their support persons about food, nutrition, and how to prepare and store balanced, healthy dishes. [www.nutrition.va.gov/Healthy Teaching Kitchen.asp](http://www.nutrition.va.gov/HealthyTeachingKitchen.asp)



### Nutrition Classes

Dietitians offer nutrition classes and individual counseling. Ask your primary care provider or health care team to connect you to a dietitian.

[www.nutrition.va.gov](http://www.nutrition.va.gov)

### Whole Health

Whole Health is VA's approach to care that supports your health and well-being. Whole Health focuses on what matters to you and not what's the matter with you.

There are many resources available including educational handouts and Apps. Many VA facilities offer Whole Health classes.

[www.va.gov/wholehealth](http://www.va.gov/wholehealth)

## MOVE! Program

MOVE!® is a health promotion program designed to improve the lives of Veterans.

MOVE!®'s core ideas—encouraging healthy eating behavior, increasing physical activity, and promoting even small weight losses—are easy to follow and based on the latest in nutrition science. With the help of your MOVE! care team, you can reduce health risks, prevent or reverse certain diseases, improve your quality of life, and even live longer!

Ask your healthcare team for a referral.

[www.move.va.gov](http://www.move.va.gov)



## DOD Educational Classes

Ask your healthcare team for a resource available at or near your military treatment facility (MTF)

### Nutrition Classes

Your MTF may have a Registered Dietitian (RD) to provide diabetes nutrition classes and individual diet counseling.

Your provider can refer you to a RD within the network for medical nutritional therapy as needed.



### Weight Loss Programs

Talk with your healthcare team about what programs are available at your MTF.

TRICARE does not cover weight loss programs or gym memberships

MOVE!® Coach is an easy to use educational program for Veterans, service members, families, and others who want to lose weight

[www.move.va.gov](http://www.move.va.gov)



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## Medical Alert Bracelets and Necklaces



It is best to be prepared for an emergency.

Wearing a necklace or bracelet is an important way to stay safe. In the event of a medical emergency you may be unconscious and unable to speak. The medical alert necklace or bracelet will provide emergency workers with information about your medical history.

Wearing a medical necklace or bracelet and carrying a fast-acting carbohydrate source with you in case you have a low blood glucose or hypoglycemia are important safety practices.

**VA:** Medical alert necklaces or bracelets may be ordered through Prosthetics.

**DOD:** Not yet available.

**It is important to wear medical alert jewelry if exercising, traveling, or driving.**

**Download a Wallet Card**



### I HAVE DIABETES

I am not intoxicated. If I am unconscious or my behavior is peculiar, I may be having a reaction associated with diabetes or its treatment.

#### Emergency Treatment

If I am able to swallow, give me sugar in some form – candy, syrup or beverages that contain sugar (orange juice, cola, etc). Call 911 or a doctor or emergency hospital at:

\_\_\_\_\_

### I HAVE DIABETES

#### Emergency Treatment Information Card

**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration

Phone #: \_\_\_\_\_

Patient Name: \_\_\_\_\_

### I HAVE DIABETES

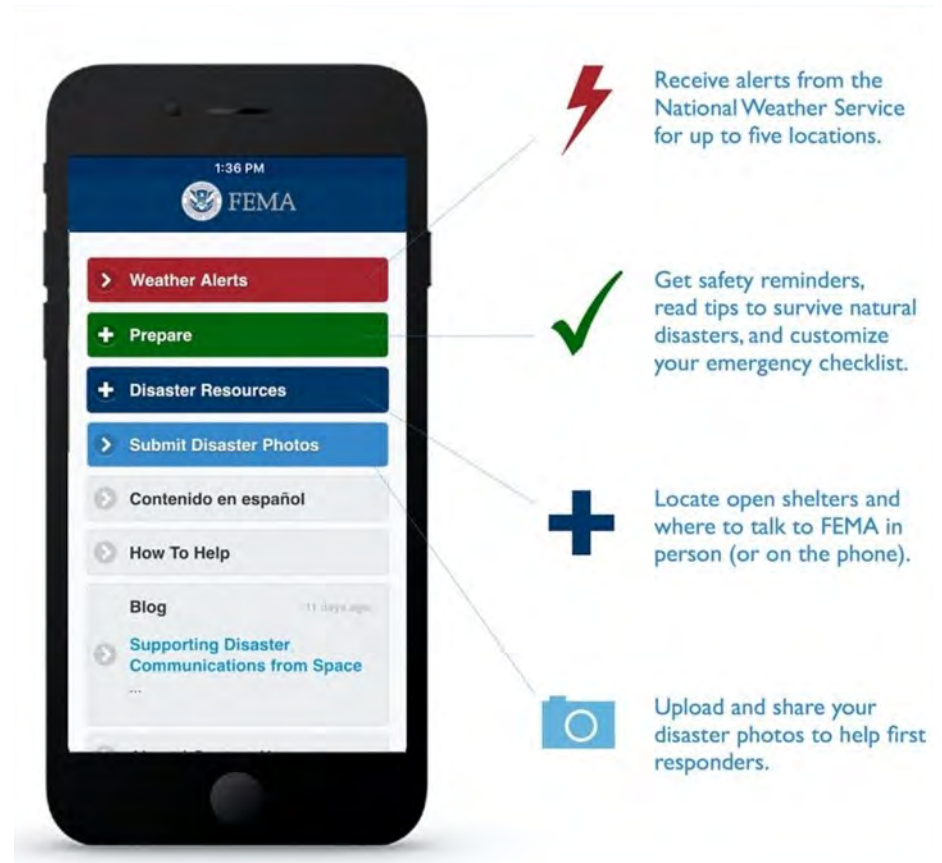


## Disaster Planning

- Make an emergency plan and kit.
- Store 3 days of diabetes supplies and consider having an extra glucagon emergency kit.
- Store 3 days of non-perishable food.
- Keep insulin, supplies, and equipment in a safe location.
- Find a Diabetes Disaster Team if you need help.
- Download the FEMA App: [www.FEMA.gov](http://www.FEMA.gov)

### Disaster Considerations:

- What type of disasters do you have in your area?
- How will that disaster impact your diabetes care?
- Do you have a plan to take care of your diabetes in the event of a disaster?
- Do you have a diabetes disaster kit?
- What is in your disaster kit or what do you plan to put in it?



**Insulin remains usable for 28 days at room temperature and up to 86 degrees Fahrenheit**

## Community Resources

There are a host of community resources available to you. Contact local churches, health departments, or community centers to see what is available. Also, there are several national resources.

### **National Diabetes Information Clearinghouse**

[www.niddk.nih.gov/health-information/diabetes](http://www.niddk.nih.gov/health-information/diabetes)

1-800-860-8747

### **National Diabetes Education Program**

<https://www.niddk.nih.gov/health-information/health-communication-programs/ndep/pages/index.aspx>

### **Centers for Disease Control and Prevention**

<https://www.cdc.gov>

1-800-232-4636

### **National Institutes of Health**

[Finding Reliable Health Information Online | NIH News in Health](#)

### **Defense Commissary**

<https://commissaries.com/recipes/all-recipes>

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## Living Well

Living well with diabetes requires making changes in the way you live. Whether you're becoming more active, making better food choices, or remembering to take your medications; changing a behavior is a process.

Managing diabetes is a balancing act. You can live your life and enjoy good health if you practice diabetes self-care behaviors.

### Monitoring



Discuss glucose monitoring frequency with your provider.

### Medication



Discuss medication options with your provider.

### Healthy Eating



Pay attention to what, how much, and when you eat. Healthy choices can help manage glucose levels.

### Being Active



Be active. It can make diabetes easier to manage, improve mood, and help your heart.

### Healthy Coping



Stay positive and do the best you can! Your feelings can affect your health. Consider joining a diabetes support group or speaking to a mental health counselor.



## Moving Forward:

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How do you plan to eat while on vacation? Will you take your activity gear with you?



What do you plan to eat during the holidays?



If you have family visiting, do you need to consider setting boundaries?



Do you have a Plan B for your activity if it is rainy or cold outside?

## Goal Setting and a Developing a Personal Plan

Develop a personal health plan for managing your diabetes. Ask your provider to help you set targets to stay healthy.

Your healthcare team may be experts in diabetes, but you are the expert on YOU. No one else can manage your diabetes for you.

Designing a plan and managing your diabetes is what this program is all about. In these modules, you have been presented with several options to help manage your diabetes and live a happy, healthy, and balanced life. Ongoing education and support is available.

Thank you for letting us be part of your journey with diabetes.



Download and complete “My Health Choices” to help set goals and develop a plan for managing your diabetes.

## Remember

- Make SMART goals that encourage behavior change.
- As your life changes, your plan may need to change, too. In fact, anytime your plan isn’t working as intended, it may be time to change the plan. This can help to protect your health, now and in the future.



## Summary

This session discussed barriers that interfere with diabetes self-management behaviors and introduced an effective approach to solving diabetes problems. Several community and national resources were provided to help support your journey with diabetes. Finally, to help manage your diabetes in the future, we reviewed how to create a personal plan.

## Key Points

- Diabetes Self-Management Education and Support is an on-going process.
- Be prepared for any situation. Have an emergency plan and kit.
- For your safety, wear medical alert jewelry, and carry fast carbs.
- Take advantage of VA, DOD, community and national resources, and Apps.
- Think about your next goals for maintaining good health.
- Talk to your provider or healthcare team to identify resources and support to help manage your diabetes.

## Before Next Class

- Review appropriate patient handbook module(s)
- Write down your questions
- Work on your healthcare goal or changing a habit/behavior





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**American Diabetes Association®**  
**Education Recognition Program**

The American Diabetes Association Recognizes this education service as meeting the National Standards for Diabetes Self-Management Education and Support

If you have any concerns about the diabetes education you receive

Please call

**1-888-232-0822**

or

write

**American Diabetes Association**  
**Director, Education Recognition Program**  
**2451 Crystal Drive, Suite 900**  
**Arlington, VA 22202**

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