

What was the most important thing that you learned about your patient?

What was it like for you to listen for 5 minutes without interrupting?

How will you incorporate what you have learned into your patient's care?

Do you have any comments about the DAWN experiment?

To learn more about DAWN go to www.dawnstudy.com
Please mail us your comments to the DAWN experiment at dawninfo@novonordisk.com

The DAWN Experiment



An exercise in communications

DAWN
Diabetes Attitudes Wishes & Needs

What if you don't know what you don't know?

Often the barriers to diabetes self-management remain hidden because we haven't asked the right questions. Healthcare providers recognise that there is only limited time available for a meaningful dialogue between patient and provider, but as shown in the DAWN study they believe these issues are important.

The challenge is to quickly learn the most important issues from the patient's perspective so that the treatment plan can be a truly collaborative effort. The result of this collaboration is the creation of a mutually agreed plan that addresses the patient's priorities and ensures quality diabetes care.

With only 5 to 10 minutes per average consultation, asking individual patients "What is the most difficult part of living with diabetes?" or "What are your greatest concerns about your diabetes?" can often get right to the heart of the matter in a few minutes.

We invite you to conduct an experiment by asking one of those questions to at least three of your patients. Use the DAWN Experiment to help you along.

DAWN Programme.

The DAWN Programme is a global Novo Nordisk initiative in collaboration with the International Diabetes Federation (IDF) and an expert advisory panel. It began with the DAWN study in 2001, which involved more than 5000 people with diabetes and more than 3800 healthcare professionals in 13 countries. The key finding from the DAWN study was that to improve health outcomes, we must address the people behind the disease.

Today, the DAWN Programme aims to translate the findings from the survey into concrete actions that will improve the lives of people with diabetes.

For more information on the DAWN Programme visit: www.dawnstudy.com

The DAWN Experiment

1. Ask

Ask your patient "What is the most difficult part of having diabetes for you?"
Follow with: "Tell me more about that." and "Why is that so?"

2. Listen

Listen to your patient's story for at least 5 minutes without offering advice or interrupting. The goal is to learn the most difficult part of living with diabetes from the patient's point of view.

If there is a pause, encourage the patient to tell you more.

- You can use an empathic response such as "It sounds like you have had a rough time of it"
- Or ask an exploratory question such as "What's that been like for you?"

3. Respond

Respond as you would naturally after the 5 minutes have passed.

The following questions have proved useful with some patients.

- "How would things have to change for you to feel better about this situation?"
- "Have you tried to deal with this situation in the past? If so what happened?"
- "Can you think of any steps that you could take that might bring you closer to where you want to be?"
- "What could I do that would help you?"
- "What will you do when you leave here? When, where?"

The DAWN experiment is an adaptation of ideas presented in "The Art of Empowerment: Stories and Strategies for Diabetes Educators" by Bob Anderson EdD and Marti Funnell MS, RN, CDE published by the American Diabetes Association, 2000.

