DEVELOPMENT OF CULTURE-SPECIFIC PICTOGRAMS FOR TYPE II DIABETES PATIENT COUNSELLING

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INTRODUCTION

• Diabetes is a serious medical condition that affects First Nations disproportionately.

• Language and literacy barriers between patient and healthcare provider are key factors affecting patient comprehension of medical instruction and ultimately health outcomes

• Using pictographic instructions to supplement written and oral instructions have been shown to increase patient comprehension

OBJECTIVE

• To develop pictographic instructions for type II diabetes education and counselling, that were meaningful and sensitive to First Nations’ culture.

METHODS

Focus Groups of community members and health care providers were conducted at 4 British Columbia First Nations sites, with representation from 6 communities (Cowichan, Nuu-chah-nulth, Kitselas, Kitsumkalum, Kitamaat and Gitsukula).

Study Design – pictogram design and modification

• Original pictograms for diabetes counselling were shown to the groups who were then asked to provide feedback for necessary modifications to the pictograms.

• The redesigned pictograms were then communicated back to the communities through several iterations until final consensus was reached.

RESULTS

Figure 1. An example of the original pictograms presented to the focus groups

Table 1. A selection of pictogram feedback generated from the focus groups

<table>
<thead>
<tr>
<th>Original pictogram</th>
<th>Consensus</th>
<th>New pictogram</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Full body with real heart and brain</td>
<td>• Global of same (add hand)</td>
<td></td>
</tr>
<tr>
<td>• Global of same (add hand)</td>
<td>• Change wording from Diet to Nutrition</td>
<td></td>
</tr>
<tr>
<td>• Plate divided into 4 groups: fish, fruit, cheese and rice</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 2. Final set of pictograms designed based on focus group discussion

Implications for First Nations, Inuit and Métis

• Diabetes and its complications are manageable particularly when patients adhere to accepted guidelines for self-care

• Culturally meaningful pictograms can be used to improve patients’ understanding and memory of complex medical instructions and enhance their ability to manage their own self-care.