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Are we doing it right? Self-care support for patients with type 2 diabetes in urban areas in Malaysia

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Abstract

Objective: The purpose of this study is to explore the self-care support provision for patients with type 2 diabetes by diabetes educators and to explore the challenges that they encountered in providing the intended services.

Methods: Single embedded qualitative case study design using in-depth individual face to face interviews were adopted. Twelve diabetes educators from three diabetes clinics in urban areas in Malaysia were purposively selected and interviewed within the period of eight months (November 2012-June 2013). The data were transcribed verbatim and analyzed using Framework technique.

Result: The practice of diabetes educators revolved around the traditional paternalistic approach but emphasize on individualized support. However, their practice was restricted by several factors, including patients' acceptance and interest in self-care, lack of confidence and opportunity to practice, and fragmented health care system.

Conclusion: The current practice of diabetes educators is very limited to knowledge provision and rather a generalist. Considering a more specialized role would increase opportunities for diabetes educators to provide high-quality self-care support provision. (C) 2019 Elsevier Espana, S.L.U. All rights reserved.

Keywords

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