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Ongoing Follow Up and Support in Diabetes Self Management

CDC Diabetes Translation Conference
Atlanta, May, 2007
Maximizing Patient Choice: Self Management in a FQHC

CDC – Division of Diabetes Translation Conference

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May 2, 2007
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Holyoke Health Center

- JCAHO accredited
- Federally Qualified CHC
- Western Massachusetts
- 17,277 medical patients
- 6,722 dental patients
- 162 employees
  - 25 medical providers
  - 3 dentists
  - On-site retail pharmacy
- One of the highest diabetes mortality rates in Massachusetts
- Nearly 100% of our patients live at or below the poverty level
Multiple Interventions provides ample opportunity for ongoing follow up and support

- Breakfast Club
- Chronic Disease Self-Management Classes
- Community Health Workers
- Diabetes Education Classes
- Exercise Classes
- Individual Appointments with the diabetes educator and the nutritionist
- Snack Club
Community Health Workers

- Bridge between the community and the health center
- Co-lead Programs
- Outreach
- Telephone Follow-Up
- Joint Visits with Providers
- Teaching
- Social Support
- Goal Setting/Problem Solving
- Collaboration with the nurses and providers in the clinic
Nurse and Community Health Worker Collaboration

- Follow up and support for patients not seen by their provider in the last 4 months
- Registry report generated every month
- Patients identified
- Nurses call patients, send letters and then refer to the community health workers
- Community health workers reattempt phone contact, letter and then provide a home visit to patients address
Community Mentors: Ongoing Support and Follow-Up
Community Mentors:
Ongoing Support and Follow-Up
Exercise Class
Breakfast Club

- Eleven Sessions
- Nutritious Breakfast
- Correct Portion Sizes
- Balanced Meals
- Variety of Foods
- New food products introduced
- Label reading
- Hands on learning opportunities
- Incentives and raffles
Supermarket Tour

• Practice skills learned in class
• Patients with low literacy levels benefit
• Assess patient knowledge of products and food selection
• Hands on learning
Drop In Snack Club

- Informal gatherings
- Meet Program Staff
- Diabetes Bingo
- Raffles with healthy prizes
- Goal Setting
- Problem Solving
- Referral to other programs
Interventions

- Variety of options
- Flexible
- Initiated by patients and providers
- Allow for repetition of programs
- Address multiple learning styles
- Low literacy teaching materials
- Social
- Fun
- Interactive
- Promote personal connection to patients