



Promoting Improved Interventions and Clinical Outcomes in Diabetes Care

Care Teams for Diabetic Patient Management and Support Facilitation Session 1B

April 3, 2019



NATIONAL ASSOCIATION OF
Community Health Centers



**NATIONAL
NURSE-LED CARE
CONSORTIUM**
a PHMC affiliate

Hello!



Cheryl Fattibene



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Promoting Improved Interventions and Clinical Outcomes in Diabetes Care

- 1A: Care Teams Training - Recorded
- **1B: Care Teams Facilitation – TODAY**
- 2A: Pre-Visit Planning Training – Wed, Apr. 24, 1:00-2:30 PM EDT
- 2B: Pre-Visit Planning Facilitation – Wed., May 8, 2:00-2:30 PM EDT
- 3A: Patient Engagement Training – Wed., May 29, 1:00-2:30 PM EDT
- 3B: Patient Engagement Facilitation – Wed., June 12, 1:30-2:00 PM EDT

Acknowledgements

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This learning collaborative was sponsored by the National Association of Community Health Centers (NACHC) and draws upon tools, resources, and best practices developed by NACHC and the Clinical Advisory Group convened by NACHC to provide subject matter expertise for its *Improve Diabetes Care in Health Centers* project.

Learning Objectives

1. Attendees will be introduced to several tools to support the adoption and optimization of diabetic care teams.
2. Attendees will identify one request and one offer related to their efforts at diabetic care team formation and optimization.
3. Attendees will identify one next step they will take to further their efforts at diabetes care team formation/optimization.

Today's Schedule

| Time | Module | |
|---------------|---|--|
| 5 minutes | Welcome and regroup | <ul style="list-style-type: none">• New attendees |
| 5-10 minutes | Roles on Diabetic Care Team | <ul style="list-style-type: none">• Job Task Diary• CHW• CDE |
| 10-15 minutes | Group Share on <ul style="list-style-type: none">• Defining your team• Care Team Mapping Diagram• CHW | |
| 5 minutes | Review and Discussion on Practice Transformation Work | |
| 5 minutes | Conclusion/Wrap-Up | <ul style="list-style-type: none">• Set goals for next 3 weeks• Share on Moodle as needed |

Welcome & Regroup

Any new Attendees?

Please introduce yourself in chat box

All attendees use chat box to submit to group:

1 request for help or resource on a subject &
1 offer to help or a resource you have on a topic

Tools & Resources

Morris Charts

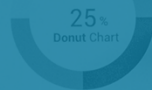
Line Chart



Area Chart



Bar Chart



Sparkline Charts

Line Chart



Bar Chart



Pie Chart



Easy Pie Charts



Job Task Diary

- Use a job task diary for role clarity and/or optimization
 - Eliminate or delegate jobs that aren't part of the role
 - Schedule, if possible, the most challenging tasks for the times of day with highest energy levels
 - Where you can minimize the number of times a role has to make big switches between types of task
 - Schedule in time to take breaks. Will promote self-care across team. Rotate who goes to get drinks, etc to create breaks for everyone.
- Reference tool on Moodle

Community Health Workers

- Use of CHW in care team
 - Frontline public health worker
 - A trusted member of and/or has an unusually close understanding of community being served
 - Link to, facilitate access to services
 - Improve quality and cultural competency of care
- Reference tool on Moodle
 1. Outcomes at 18 Months From a Community Health Worker and Peer Leader Diabetes Self-Management Program for Latino Adult
 2. The Role of Community Health Workers in Diabetes: Update on Current Literature

Certified Diabetes Educator

Experts on diabetes and its management

Support patients by:

- Educating on diabetes devices, such as blood glucose meters, insulin pens, insulin pumps and continuous glucose monitors
 - Planning ways for patients to monitor blood glucose and teach how to interpret and appropriately respond to the results
 - Assisting with adoption of healthy eating habits through nutrition education, including meal-planning, weight-loss strategies and other disease-specific nutrition counseling
 - Developing patient problem-solving strategies and skills to self-manage diabetes
 - Educating on medications, including their action, side effects, efficacy, toxicity, prescribed dosage and more
 - Enhancing skills for handling stressful situations
- Reference tool on Moodle

<https://www.diabeteseducator.org/home>

Group Share

Eastport Health Center- Swim lane

Hamilton Health Center- Care map

People's Community Clinic- CHW

Open share- Optimizing roles/care map

Discussion

Practice Transformation Work for next 3 weeks

Morris Charts

Line Chart



Sparkline Charts

Line Chart



Bar Chart



Pie Chart



Easy Pie Charts



Practice Transformation Work

1. Identify members on care team- bubble diagram
2. Conduct a care mapping exercise with your diabetes care team members to clarify roles
3. Map a process that you want to assess/improve
4. Once care mapping has been done, engage the team to optimize their roles & responsibilities
5. Next Steps



Final Questions

THANK YOU!



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