Ohio Diabetes Empowerment Education Program™ (DEEP™)
Peer Educator Sharing Call

Gail Gresko
Community Program Specialist
Health Services Advisory Group (HSAG)
August 22, 2017
If you FAIL, never give up because f-a-i-l means “first attempt in learning”

END is not the end. In fact, e-n-d means “effort never dies”

If you get NO as an answer, remember n-o means “next opportunity”
Today’s Agenda

• Welcome and roll call
• Peer educator reach in Ohio
  – Peer educators trained to date, active peer educators, and those who need to conduct their first class
  – Upcoming Train-the-Trainer workshops
• Peer educator recognition
• By the numbers
  – Bonnie Hollopeter, LPN, CPHQ, CPHIMS
• Who are the people in your neighborhood? Recruitment 101
  – Rashaan Cargile-Gregory, MSW, CHW
Today’s Agenda (cont.)

• Principles of motivational interviewing
  – Mabruk Quabili, BS, MPH
• New resources and documents
  • DEEP flyer
• Q&As—Workshop Procedures/Paperwork
  – Aimee Dutton, Data Coordinator
• Success stories and best practices
  – Workflow for Diabetic Patient Referrals
    • Amy Collins, BSN, RN Care Coordinator
    • Megan Bumgarner, RN, Clinic Operations Care Coordinator, Memorial Health System Dept. of Primary Care
• Barriers and challenges
• Events and resources
• Next peer educator sharing call date—November 28
Ohio-Trained Peer Educators

- Total Trained = 112
- Active = 65 (includes HSAG staff)
- Pending = 18

Legend:
- Orange = Minority Counties
- Light Green = Rural Counties
- Black Dot = Peer Educators
DEEP Train-the-Trainer Workshops

Workshops held since our last call:

• June 5–7: Van Wert (Family Health Care of Northwest Ohio), 7 graduates
• June 20–22: Caldwell (AAA 8 & 9), 10 graduates
• July 31–August 2: Zanesville (Muskingum Valley Health Center), 16 graduates

Upcoming Workshops:

• September 5–7: Uniontown (Direction Home/AAA10b)
• September 12–14: Dayton (Diabetes Dayton)
## Peer Educator Recognition

<table>
<thead>
<tr>
<th>Peer Educator Name</th>
<th>Date 1st Class to Current</th>
<th># Classes Held</th>
<th># Targeted Population Graduates EDC</th>
<th># T10 Graduates EDC</th>
<th>Total # Qualified EDC</th>
<th># UIC Graduates ('All') DEEP™ only</th>
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</thead>
<tbody>
<tr>
<td>Tina Elmlinger, Serving our Seniors, AAA4</td>
<td>2/15/2017</td>
<td>2</td>
<td>32</td>
<td>0</td>
<td>32</td>
<td>34</td>
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<tr>
<td>Patricia Flowers, Individual</td>
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<td>5</td>
<td>28</td>
<td>0</td>
<td>28</td>
<td>36</td>
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<tr>
<td>Mona Mangiarelli, OH Living, AAA 11</td>
<td>6/1/2016</td>
<td>4</td>
<td>22</td>
<td>0</td>
<td>22</td>
<td>24</td>
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<tr>
<td>Mike Sreshta, NEON</td>
<td>1/27/2015</td>
<td>6</td>
<td>36</td>
<td>0</td>
<td>36</td>
<td>36</td>
</tr>
<tr>
<td>Tracy Styka, Mahoning County Health District, AAA 11</td>
<td>6/1/2016</td>
<td>5</td>
<td>14</td>
<td>17</td>
<td>31</td>
<td>37</td>
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<tr>
<td>Robert Sullivan, AAA4</td>
<td>6/16/15</td>
<td>7</td>
<td>47</td>
<td>5</td>
<td>52</td>
<td>39</td>
</tr>
<tr>
<td>Megan Thomas, AAA5</td>
<td>1/11/2017</td>
<td>5</td>
<td>9</td>
<td>6</td>
<td>15</td>
<td>28</td>
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</tbody>
</table>
By the Numbers

Bonnie Hollopeter, LPN, CPHQ, CPHIMS
Diabetes Care Task Lead
Non-Target Population

10% Non-Target Population

Q-9  Q-10  Q-11  Q-12
Missed Opportunities

![Bar chart showing missed opportunities by Q-9, Q-10, Q-11, Q-12, and Total. The chart indicates a significant increase in missed opportunities from Q-9, with Q-10, Q-11, and Q-12 showing moderate levels, and the total reaching a peak.]
For questions or more information contact:

Bonnie Hollopeter, LPN, CPHQ, CPHIMS

HSAG Diabetes Care Task Lead

O: 614.307-2036 | bhollopeter@hsag.com
Who Are the People in Your Neighborhood?

Rashaan Cargile-Gregory, MSW, CHW
HSAG Community Health Specialist
Disparities Exist in Diabetes Care

- African Americans
- Hispanics/Latinos
- American Indians/Native Americans/Alaska Natives
- Asians/Pacific Islanders
- People living in rural areas/Appalachia
- Dual-eligible beneficiaries
- Low income housing
How Do I Find Out Where to Go?

Every community has a senior population, you just have to find them.

“Where?” you ask.
Where?

• Church
• Library
• Community centers
• Senior centers
• Senior groups
• Senior events
• Community health centers
• Senior living facilities
• Doctor offices
• Intergenerational centers
• Independent living facilities
Senior Communities and Senior Locations

- We have been partnering with community organizations, housing management companies, and senior living facilities across Ohio:
  - Wallick Communities
  - Cincinnati Metropolitan Housing Authority
  - National Church Residences
  - Columbus Metropolitan Housing Authority
Resources

• [https://www.ohiohousinglocator.org/](https://www.ohiohousinglocator.org/)
• [https://www.hud.gov/apps/section8/](https://www.hud.gov/apps/section8/)
• Google
  – Use key words such as “senior centers.”
  – Ask the questions.
• Community Action Agencies in the area
• [http://www.guidestar.org](http://www.guidestar.org) (list of religious organizations)
Strategies for Successful Recruitment

- Balance and Listen
- Timing
- Have fun
- Use existing relationships
- Ask residents to help in recruiting.
- Marketing materials must include the name and phone number of the contact person at your facility.
- Repetition is effective: Newsletters, calendars, posters, casual conversation etc.

Need assistance in recruiting?
Check your Zip Codes. If you have concerns or need more information, please feel free to email or call me.

Rashaan Cargile-Gregory, MSW, CHW
Community Outreach Specialist/Recruitment
614.425.8917 | Rgregory@hsag.com
Principles of Motivational Interviewing

Mabruk Quabili, BS, MPH
HSAG Community Program Specialist II
Trans-Theoretical Model: Stages of Change

1. Precontemplation
   No recognition of need for or interest in change

2. Contemplation
   Thinking about change

3. Preparation
   Planning for change

4. Action
   Adopting new habits

5. Maintenance
   Ongoing practice of new, healthier behavior

Termination is the goal.
Relapse can occur at any time.

Motivational Interviewing: Primary Skills

• Express empathy
• Develop discrepancy
• Avoid argumentation
• Roll with resistance
• Support self-efficacy
Motivational Interviewing: Other Skills

- Open-ended questions
- Assess readiness
- Reflective listening
- Case Western Reserve University
  - Am I Doing This Right?
  - Readiness/Importance Ruler
Motivational Interviewing: Frames

- Feedback: Personalized information
- Responsibility: Freedom of choice
- Advice: Need for change
- Menu: Strategies for change
- Empathy: Supportive, reflective style
- Self-efficacy: Participant belief
Thank you!
Mabruk Quabili, BS, MPH
HSAG Community Program Specialist II
614.301.3902
Q&As: Workshop Procedures/Paperwork

Contact Aimee Dutton  
Aimee Dutton, BA  
HSAG Data/Project Coordinator  
O: 614.360.2750 | F: 614.221.2250 | adutton@hsag.com
New Resources and Documents

Flyer Explaining DEEP can be found at: https://www.hsag.com/en/medicare-providers/states-of-service/ohio/everyone-with-diabetes-counts/peer-educators/
Peer Educator Feedback

• Success stories and best practices
  – Recruiting strategies with community providers
    • Amy Collins, BSN, RN Care Coordinator
    • Megan Bumgarner, RN, Clinic Operations Care Coordinator, Memorial Health System Dept. of Primary Care

• Barriers and challenges
Success Story:
Workflow for Diabetic Patient Referrals

Amy Collins, BSN, RN Care Coordinator
Megan Bumgarner, RN, Clinic Operations Care Coordinator
Memorial Health System Department of Primary Care
Where Do We Recruit?

• Churches
  – Talk to pastor, priest, etc., regarding announcement of free diabetes self-management class
  – Provide workshop information, topics discussed, and sign-up sheet. If there are enough interested participants, work to set up date, time, and classroom.
  – Contact all interested participants by phone and send a welcome letter with all information regarding class.

• Doctor’s offices
  – Submit class information flyer to all primary care physicians (PCPs), ophthalmologists, and endocrinologists.
  – Give contact information so when there is a patient who needs to be referred, the office can contact you directly.
  – Explain to clinic coordinators, care coordinators, and providers that the program is free of charge, and any person can attend.
  – Contact individuals with A1C above 8. Discuss diabetic education class, and offer to mail information regarding upcoming class.
Dear Class Participant:

We would like to congratulate you on taking an active role towards educating yourself on diabetes and how to manage this disease.

The Diabetes Education Empowerment Program (DEEP™) provides you with knowledge about the disease and ways to help manage your diagnosis so that you may live a healthy lifestyle. This program is free of charge to all participants. Although this program is free of charge, the funding is provided by a Medicare grant. Therefore, please bring your insurance card to the first class so we can provide proof we are providing this education to the Medicare population. While the class is funded by Medicare, you do not have to have Medicare to attend.

The class begins August 9, 2017 at 1:00 pm and will continue every Wednesday for 6 weeks. The class will be held at the Area Agency on Aging located at __________. Each class will be approximately 2 hours and will discuss different topics on diabetes and how to manage this disease. Enclosed you will find a flyer with the information regarding the class. Please feel free to give this information to anyone you feel may benefit from the program. You do not have to have diabetes to attend. This program is designed for anyone who wishes to learn more about this disease and how to manage it.

Thank you for your interest in participating in this program. This is our fourth DEEP class and have had positive reviews from our two previous classes. This course is a fun and interactive way to learn to manage your diabetes and share your experiences. We look forward to seeing you soon.
Peer Educator Feedback (cont.)

• Barriers and challenges
– National Health Observances (August – November, 2017)

• Immunization Month (August 1–31)
  https://www.hsag.com/immunization-month/

• National Health Center Week (August 7–13)
  https://www.cdc.gov/vaccines/events/niam.html

• Health Literacy Month (October 1–31)
  http://www.healthliteracymonth.org/

• National Depression Screening Day (October 6)
  https://mentalhealthscreening.org/programs/initiatives

• American Diabetes Month (November 1–30)

• Diabetic Eye Disease Month (November 1–30)
  https://www.aao.org/eye-health
Thank you!

Gail Gresko
HSAG Community Program Specialist
(C) 614.301.0053 | ggresko@hsag.com
HSAG actively cultivates national and community partnerships, encouraging collaborative learning and action to improve healthcare quality.

This material was prepared by Health Services Advisory Group, the Medicare Quality Improvement Organization for Ohio, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.

Publication No. OH-11SOW-B.2-08082017-01