Thank you for joining today, please wait while others sign in.

- Phone Dial in: 1-866-740-1260
- Access code: 4796665#
- Due to the large number of participants, all lines will be muted during the call.
- If you want to ask a question, please type in your question into the box.
From Cynic to Believer – How Delaware is Integrating, Embedding and Sustaining DSMP

Agenda

- Delaware's sustainability efforts including recent successes with Medicaid and other payers, partnerships with hospitals, prisons, and integration of training throughout the department
  - Don Post, Delaware Division of Public Health, Diabetes Prevention and Control Program

- Q&A – All
From Cynic to Believer
“How Delaware is Integrating, Embedding and Sustaining the Diabetes Self-Management Program”

An evidenced-based program developed by Stanford University

Delaware Division of Public Health’s Diabetes Prevention and Control Program
According to the 2011 BRFS, less than half (45.8%) of all Delaware adults diagnosed with diabetes said they have taken a course or class in how to manage their diabetes.
Prevalence Trends of Diagnosed Diabetes 1990-2010

Source: Delaware BRFS 1990-20120

Delaware Division of Public Health’s Diabetes Prevention and Control Program
## Adult Delawareans with Diabetes Who Have Had Formal Diabetes Education

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Source: Delaware BRFS 2002-2010

Delaware Division of Public Health’s Diabetes Prevention and Control Program
Delaware Trends of Prevalence of Diagnosed Diabetes by Age

Source: Delaware BRFS 2001-2010
Four chronic diseases

heart disease, cancer, chronic lower respiratory diseases and diabetes account for more than half of all deaths among Delawareans
Delaware Evidence-Based Programs

- Diabetes Self-Management Program
  - Started March 2010

- Chronic Disease Self-Management Program
  - Will begin July 2012
Funding Sources

- Delaware Division of Services for Aging and Older Adults with Physical Disabilities – Title III Funding
- Coordinated Chronic Disease Prevention and Health Promotion Grant
- Collaborative Chronic Disease, Health Promotion, and Surveillance Program Grant
- Delaware Heath Fund - Tobacco Settlement
Strategic Planning & Implementation Committee

- Medicaid
- Division of Services for the Aging and Adults with Physical Disabilities
- Lay Trainers (2)
- Contractor providing program fidelity
- Division of Public Health’s Diabetes Prevention and Control Program
Building Delaware’s DSMP/CDSMP Infrastructure

- Training Internal Lay and Master Trainers
  - Health and Social Services
- Training External Lay and Master Trainers
  - Health professionals and People with Diabetes
- Identifying key partners
- Identifying funding and in-kind contributions
- Securing sustainability
Targeting the High-Risk Population in Delaware

- Federally Qualified Health Centers
- Older adult housing
- Community clinics
- Medicaid
- Prisons
- State Service Centers
- Medicare
- Those high risk for diabetes and/or complications
- People with diabetes who have an HgbA1C = or greater than 9
Building the Internal Workforce at Delaware Health and Social Services

- Screening for Life Program Nurse Consultant *
- Diabetes Prevention and Control Program Trainer Educator *
- Comprehensive Cancer Program Trainer Educator
- STD Health Program Coordinator
- Department of Corrections Trainer Educator
- Medicaid Senior Medical Social Worker *
- Tobacco Prevention and Control Trainer Educator
- Substance Abuse and Mental Health Practicing Registered Nurse
- Southern Health Services Trainer Educator

* Being trained as a Master Trainer

Delaware Division of Public Health’s Diabetes Prevention and Control Program
Building the External Workforce of Health professionals and People with Diabetes

- Parish Nurse
- Certified Diabetes Educator
- CHEER Care Marketing Manager
- CHEER Nurse *
- Senior Care Director
- Medicaid Health Maintenance Organization Health Professional
- Nursing Sorority Health Advocate
- Person with Diabetes *
- Middle School Guidance Counselor *

* Being trained as a Master Trainer

Delaware Division of Public Health’s Diabetes Prevention and Control Program
Key Partnerships

- Delaware Division of Services for Aging and Adults with Physical Disabilities
- Medicaid
  - State Medicaid Program
  - Delaware Physicians Care
  - United Healthcare
- Delaware Department of Corrections
- Delaware Diabetes Coalition
- Center in the Park
- Healthier Sussex County Task Force
  - Bayhealth Medical Center
  - Beebe Medical Center
  - Nanticoke Memorial Hospital
- Federally Qualified Health Centers
  - Henrietta Johnson Medical Center
  - La Red Health Center
  - Westside Health

Delaware Division of Public Health’s Diabetes Prevention and Control Program
Planning and Developing the DSMP in Delaware

- Identifying host sites and lay trainers
- Marketing the program
- Assuring good participation rates
- Embedding participation process in the state health system
- Sustaining the program
- Developing effective tools and resources
Locating DSMP Sites

- Libraries
- Community centers
- Federally Qualified Health Centers
- Social Halls
- Physicians’ offices
- Senior and CHEER centers
- Places of worship
- State Service Centers
- Senior housing
- Community Focused Non-Profits
Marketing Methods for DSMP Participation

- Referrals by completers
- Phone registrations
- Walk-ins
- Electronic Health Records
- Host-site registration
- Link with other outreach initiatives
- Media publications
- Flyers targeting participants
- Mailers
Embedding DSMP Participation

- Medicaid referral and attendance follow-up
- Federally Qualified Health Centers Electronic Health Records provider referral
- Centralized call-in number for dates and locations
  - Diabetes Prevention and Control Program
  - 211 Delaware Helpline
- DelaWELL website
- Division of Public Health website
- YMCA You Can Take Control primary prevention program
- Delaware Diabetes Coalition “Resource Guide for Persons With Diabetes”
- Delaware Aging Network
- Delaware Aging and Disability Resource Center

Delaware Division of Public Health’s Diabetes Prevention and Control Program
Integrating the DSMP Program

- Healthier Sussex Task Force
- Centers for Disease Control and Prevention, Division of Diabetes Translation, Diabetes Prevention and Control Program Work-plan
- Delaware Department of Correction
- Medicaid
- Bureau of Chronic Disease
- Other program initiatives
Specific Examples of Ways Delaware is Embedding the DSMP into the Health System

#1 Healthier Sussex Task Force Diabetes Initiative
#2 Centers for Disease Control and Prevention
#3 Delaware Department of Corrections
#4 Westside Health
#1 Healthier Sussex Task Force Diabetes Initiative

Bayhealth Medical Center - Beebe Medical Center - Nanticoke Memorial Hospital

1. Implement testing with disposable and reimbursable HgbA1C kits at provider offices in Sussex County

2. Referral of all patients with HgbA1C = or > 9.0 to education and/or self management program
   - Hospital outpatient DM education (accredited program)
   - DPH / Diabetes Self-Management Program

3. Evaluation measure
   - Increase the number of people in Southern Delaware receiving an HgbA1C
   - Increase the number of people in Southern Delaware completing a Self-Management Program

Delaware Division of Public Health’s Diabetes Prevention and Control Program
#2 Centers for Centers for Disease Control and Prevention
Logic Model for Diabetes Prevention and Control Program

The DDT logic model includes two pathways: 1) primary prevention of diabetes (boxes 1-4 → 5 & 6 → 7 → 10); and 2) diabetes care (boxes 1-4 → 5 & 6 → 8 → 9 → 11 & 12 → 13 & 14).

Inputs

Core Interventions and Strategies for DCPs, VPs, Tribes, and Territories

Outputs

Short-term Outcomes

Intermediate Outcomes

Long-term Outcomes

Impact

Box 1: Health Care Organization Changes:
• Improved Delivery and Quality of Care in Health Care Settings for People With and at Risk for Diabetes through Implementation of Models and Practice Changes (PCM, PCMH), supported by Provider Education, and Improved Access to:
  • CDC Recognized Lifestyle Change Program
  • Diabetes Self Management Education and Training (DSME/T) and Chronic Disease Self Management (CDSM) Programs
  • Quit lines

Box 2: Workforce Changes:
• Improved Employee Access to Programs and Services through Changes to Reimbursement, Coverage, Referral, and Payment/Incentive Policies
  • CDC Recognized Lifestyle Change Program
  • DSME/T and CDSM Programs
  • Quitlines

Box 3: Community Changes:
• Improved Availability of Quality Programs and Services through policy/legislative changes including increased use of and reimbursement for QHSs and allied health professionals
  • CDC Recognized Lifestyle Change Program
  • DSME/T and CDSM Programs

Box 4: Policy Changes
• Improved reimbursement policies for:
  • Diabetes care (including supplies)
  • Preventive care services (including tobacco cessation)
  • CDC Recognized Lifestyle Change Program
  • DSME/T and CDSM Programs

Box 5: Improved Utilization of:
• CDC Recognized Lifestyle Change Program
• DSME/T and CDSM Programs
• Preventive Care Services

Box 6: Individual Changes:
• Knowledge
• Attitude
• Self-efficacy
• Social support

Box 7: Moderate and Sustained Weight Loss

Box 8: Improved Diabetes Self Management

Box 9: Increased Control of Hemoglobin A1c, Blood Pressure, Cholesterol, and Smoking (ASCs) For Persons with Diabetes

Box 10: Reduced Incidence of Type 2 Diabetes

Box 11: Reduced Morbidity Due to Diabetes

Box 12: Reduced Levels of Health Disparities in Diabetes

Box 13: Reduced Costs Associated with Diabetes
• Individual
• Health care
• Employer
• Societal

Box 14: Reduced Mortality Due to Diabetes

Targeted to Populations with Health Disparities:
- Use surveillance data to identify vulnerable populations;
- Choose evidence-based programs, policies, and practices, and
- Choose culturally and linguistically appropriate services.
#3 Delaware Department of Corrections

- 2 Department of Correction staff trained as lay trainers
- Conducting classes inside the prison system
  - Delores J. Baylor Women’s Correctional Institute
  - Sussex Correctional Institute
- Will be training those incarcerated and who are serving long or life-terms to become lay trainers
- Program monitoring and evaluation conducted by Department of Corrections staff lay trainers
#4 Westside Family Healthcare

- One of three Federally Qualified Health Centers
- Five locations
- Over 1,500 patients with diabetes in their registry
- In the Fall 2012, will train multiple health professional staff to become lay trainers for the DSMP
- Will conduct the classes across all sites
- Integrate the DSMP as part of their Patient-Centered Medical Home delivery model for patients with diabetes
Locating a DSMP Implementation Site

Referrals for site locations for DSMP implementation:

- Lay trainers conducting the program in the community
- Participants who attend the program
- Phone requests coming into the DPCP office
- Medicaid providing locations, especially provider offices
- DSMP sites recommending other sites
- Marketing flyers distributed in the community
- Partners, agencies and organizations
- Program Trainer/Educators promoting during presentations
Processing the DSMP Internally

- Identify the host site via
  - Lay trainer
  - External request
- Confirm date, time and lead and co-lay trainer
- Lead lay trainer submits a logistic form
- Referral partners are provided the logistic form for marketing
- Promotional materials provided to host sites
- Lead lay trainer provided supplies to conduct DSMP (Central Distribution Site)
- DSMP implemented at host site
- Medicaid referral follow-up after first and second session
- Contractor reviews fidelity of the lay trainer’s implementation of the program
- Certificates are created, food arranged and awards ceremony session conducted
- Paperwork collected, data entered and analyzed

Delaware Division of Public Health’s Diabetes Prevention and Control Program
State Tools and Resources

- Logistic Form
- Flyer seeking host sites
- Flyer seeking Lay Trainers
- Flyer seeking DSMP participants
- Day-of event flyer
- Completion Certificate
Sample DSMP Logistic Form

Host Site Location Name: Luther Towers 1

Complete Address (**Include Zip Code):
472 Walnut St
Dover, DE 19901

Room Name and/or Number: Community Room

Contact Person: Marjorie Adams/Social Service Coordinator/Lutheran Senior Services

Phone Number: 302-652-4242 ext 33

Type of Site (e.g. library, senior center): Senior/disabled housing

Start Date of DSMP: Tuesday, January 24, 2012  End Date of DSMP: February 28, 2012

Time of DSMP: 1-3:30 PM

Name of Lay Trainer (Primary): Francis Jones

Name of Lay Trainer (Secondary): Mark Hudson

Submit completed form to michele.corkell@state.de.us  Questions? Call 302-744-1020

Delaware Division of Public Health’s Diabetes Prevention and Control Program
Communicating with our Partners

- Email - LIST SERV
- Conference Calls
- Planning meetings
- Quarterly Lay and Master Trainer meetings
- One-on-One meetings
- Secondary meetings
Delaware Division of Public Health
Roles and Responsibilities

- Serves as the lead for the Strategic Planning & Implementation Committee
- Lay trainers and master trainers
- Contract management
- Centralized distribution point for supplies
- Referral depository and distribution
- General operational oversight
- Data entry
- Training and meeting site logistics
- Evaluation/analysis
- License holder for DSMP/CDSMP
Delaware Division of Services for Aging and Adults with Physical Disabilities
Roles and Responsibilities

- Serves on the Strategic Planning & Implementation Committee
- Linkage to the Delaware Aging Network and the State’s Aging and Disability Resource Center
- Funding resources
- Program integration with other outreach initiatives
- Technical support
- Partnership development and collaboration
Delaware Division of Medicaid and Medical Services
Roles and Responsibilities

- Serves on the Strategic Planning & Implementation Committee
- Oversight of the two Medicaid Managed-Care Organizations
- Lay Trainer/Master Trainer
- Medicaid membership attendee data analysis
- Process review and approval inside the Medicaid System
Delaware Physicians Care
Medicaid Managed Care Organization
Roles and Responsibilities

- Serves on the Strategic Planning & Implementation Committee
- Referrals to the program
- Participant Follow-up
- Direct Mailings
- Outcome evaluation on behavior change
- Promotional marketing
- In-kind contributions

Delaware Division of Public Health’s Diabetes Prevention and Control Program
United Healthcare
Medicaid Managed Care Organization
Roles and Responsibilities

- Serves on the Strategic Planning & Implementation Committee
- Referrals to the program
- Participant Follow-up
- Direct Mailings
- $50 cash incentive for DSMP completion
  - $40 dilated eye exam
  - $40 A1c test
- Outcome evaluation on behavior change
- Promotional marketing
- In-kind contributions

Delaware Division of Public Health’s Diabetes Prevention and Control Program
Center in the Park
Roles and Responsibilities

- Serves on the Strategic Planning & Implementation Committee
- Provides Master Trainers
- Conducts Lay Trainer Trainings
- Implements fidelity of the DSMP
- Evaluates and recommends Lay Trainers for certification
- Arranges payments of certain operational associated costs
- Provides technical support
- Participates in meetings as needed
Barriers Encountered

- Stanford’s boilerplate verbiage on DSMP license
- Identifying the best to be Lay Trainers
- Coordination of Master Training with Stanford University
- Lack of marketing by some of the implementation sites
- Reaching acceptable participation rates
- Identifying Medicaid participants of the DSMP
- Turf wars
Simple Tips for Being Successful

- Develop strong partnerships
- Make it a win-win for everyone
- When needed, “think out of the box”
- Build the program for low cost and long sustainability
- Integrate program with other initiatives
- Walk first – run later
- Choose the right people for the right job
- Conduct lay training group meetings
- Buy in bulk (CDs and Manuals)
- Build the program both internally and externally
Questions?

Questions can be submitted in this open forum or by email: donald.post@state.de.us
Thank You

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Program Manager
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Bureau of Chronic Disease
Diabetes Prevention and Control Program
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Phone: 302-744-1020
Fax: 302-739-2544