Everyone with Diabetes Counts: Diabetes Self-Management Education

Bonnie Hollopeter, LPN, CPHQ, CPEHR, CPHIT
Health Services Advisory Group (HSAG)
Diabetes Care Project Lead
• HSAG is the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for California, Arizona, Florida, Ohio, and the U.S. Virgin Islands.
• QIN-QIOs in every state and territory are united in a network administered by the Centers for Medicare & Medicaid Services (CMS).
• The QIN-QIO program is the largest federal program dedicated to improving health quality at the community level.
HSAG’s QIN-QIO Responsibility

Nearly 25 percent of the nation’s Medicare beneficiaries

HSAG is the Medicare QIN-QIO for Arizona, California, Florida, Ohio, and the U.S. Virgin Islands.
QIO Task Areas

Improve Coordination of Care

Prevent and Manage Diabetes

Improve Cardiac Health

Improve Health Through Health Information Technology

Improve Medication Safety

Improve Nursing Home Quality

Reduce Hospital Infections

Patient is at the center of care.
Disparities Exist in Diabetes Care

• African Americans
• Hispanics/Latinos
• American Indians/Native Americans/Alaska Natives
• Asians/Pacific Islanders
• People living in rural areas
• More than 25 percent of Americans ages 65 and older have diabetes.
  – 51 percent are estimated to have pre-diabetes.
• 8.1 million Americans are undiagnosed with diabetes.
• Diabetes was the seventh leading cause of death in the United States in 2010.
• Diabetes can be treated, managed, and prevented.

HSAG’s Role in EDC

• Increase adoption and implementation of diabetes self-management education (DSME)
  – Diabetes Self-Management Program, Stanford University
  – Diabetes Empowerment Education Program™ (DEEP), University of Illinois at Chicago (UIC)
  – Project Dulce, Scripps Health Whittier Diabetes Institute
• Train organizations statewide to offer DSME
• Provide assistance to organizations offering DSME
• Impact almost than 4,000 Medicare Beneficiaries with diabetes or pre-diabetes
Goals and Target Population

Goals:

– Reduce diabetes care disparities
– Prevent and/or reduce adverse health outcomes related to diabetes
– Reduce risk factors associated with diabetes
– Increase self-management skills
– Facilitate short- and long-term behavioral change

Target Audience:

– Individuals living with or at risk of diabetes
– Includes low-health literacy and low-literacy individuals
Program Description

- Evidence-based program
- Six weekly workshops
- Each class is two hours long
- Taught by one certified DEEP™ Peer Educator
- Can be delivered in any language
- Interactive, hands-on, group learning activities, and games, including visual aids and demonstrations
DEEP™ Modules

• Diabetes risk factors and complications
• Nutrition
• Physical activity
• Use of the glucose meter
• Medications
• Building partnerships with diabetes healthcare team
• Psychosocial effects of illness
• Problem-solving strategies
• How to access community diabetes resources
Why DEEP™ Works

• Incorporates adult education, empowerment principles, and participatory techniques
• Speeds changes in knowledge and behavioral and clinical indicators
• Meets the needs of participants in real time
• Connects the dots in easy-to-understand language
“Tell me and I forget, teach me and I may remember, involve me and I learn.”

-Benjamin Franklin
Interactive Demonstrations
Understanding a Food Label

Cheeseburger
Fast food cheeseburger; single, large patty with condiments and vegetables (233 g)

<table>
<thead>
<tr>
<th>Nutrition Facts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serving Size 233 g</td>
</tr>
<tr>
<td>Amount Per Serving</td>
</tr>
<tr>
<td>Calories</td>
</tr>
<tr>
<td>% Daily Value*</td>
</tr>
<tr>
<td>Total Fat</td>
</tr>
<tr>
<td>Saturated Fat</td>
</tr>
<tr>
<td>Trans Fat</td>
</tr>
<tr>
<td>Cholesterol</td>
</tr>
<tr>
<td>Sodium</td>
</tr>
<tr>
<td>Total Carbohydrate</td>
</tr>
<tr>
<td>Dietary Fiber</td>
</tr>
<tr>
<td>Sugars</td>
</tr>
<tr>
<td>Protein</td>
</tr>
</tbody>
</table>

Cola Soda
Carbonated beverage, cola, contains caffeine, one can 12 fluid ounces (368 g)

<table>
<thead>
<tr>
<th>Nutrition Facts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serving Size 368 g</td>
</tr>
<tr>
<td>Amount Per Serving</td>
</tr>
<tr>
<td>Calories</td>
</tr>
<tr>
<td>% Daily Value*</td>
</tr>
<tr>
<td>Total Fat</td>
</tr>
<tr>
<td>Saturated Fat</td>
</tr>
<tr>
<td>Trans Fat</td>
</tr>
<tr>
<td>Cholesterol</td>
</tr>
<tr>
<td>Sodium</td>
</tr>
<tr>
<td>Total Carbohydrate</td>
</tr>
<tr>
<td>Dietary Fiber</td>
</tr>
<tr>
<td>Sugars</td>
</tr>
<tr>
<td>Protein</td>
</tr>
</tbody>
</table>

Fries
Fast food, potato, french fried in vegetable oil, 1 large (169 g)

<table>
<thead>
<tr>
<th>Nutrition Facts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serving Size 169 g</td>
</tr>
<tr>
<td>Amount Per Serving</td>
</tr>
<tr>
<td>Calories</td>
</tr>
<tr>
<td>% Daily Value*</td>
</tr>
<tr>
<td>Total Fat</td>
</tr>
<tr>
<td>Saturated Fat</td>
</tr>
<tr>
<td>Trans Fat</td>
</tr>
<tr>
<td>Cholesterol</td>
</tr>
<tr>
<td>Sodium</td>
</tr>
<tr>
<td>Total Carbohydrate</td>
</tr>
<tr>
<td>Dietary Fiber</td>
</tr>
<tr>
<td>Sugars</td>
</tr>
<tr>
<td>Protein</td>
</tr>
</tbody>
</table>

*Percent Daily Values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs.
## Visualizing Fats and Carbohydrates

<table>
<thead>
<tr>
<th></th>
<th>Cheeseburger</th>
<th>Cola Soda</th>
<th>Fries</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Fat</strong></td>
<td>24 g = 6 teaspoons</td>
<td>0 g</td>
<td>29 g = 7 teaspoons</td>
</tr>
<tr>
<td><strong>Total Sodium</strong></td>
<td>897 mg = .16 teaspoons</td>
<td>15 mg = negligible</td>
<td>328 mg = .06 teaspoons</td>
</tr>
<tr>
<td><strong>Total Carbs</strong></td>
<td>39 g = 8 teaspoons</td>
<td>35 g = 7 teaspoons</td>
<td>63 g = 13 teaspoons</td>
</tr>
</tbody>
</table>

**Total Fat, Salt, and Carbs**
- 13 teaspoons of lard
- ½ teaspoon of sodium
- 28 teaspoons of sugar
Program Delivery Method

- Certified peer educator/workshop leader
- Only one leader required to lead workshop
- Allows for make-up sessions
Training Requirements

• Attend a three-day, train-the-trainer workshop, and receive certification to facilitate DEEP™ workshops as a peer educator.

• Peer educator training is taught by lead trainers.

• Lead trainer training is taught by senior trainers.

• No-cost training offered.
Goals are Outcomes-Based and Data-Driven

- HSAG will help track and analyze data.
- HSAG tracks pre- and post-activation measures.
- HSAG tracks clinical outcomes for 10 percent of participants:
  - HbA1c
  - Lipids
  - Blood pressure
  - Weight
  - Foot exams
  - Eye exams
Pre- and Post-Patient Activation Survey

• 14 total questions
  – 4 questions: Diabetes knowledge
  – 5 questions: Coping with diabetes
  – 5 questions: Self-care methods

• Administered during first week and then again at the sixth week
Coping Questions

Handling stress  
Asking for support  
Asking doctor questions about treatment plan  
Ability to make a plan to control diabetes

Pre-PAS  
Post-PAS
Knowledge Questions

- How exercise affects blood sugar?
- How to take care of feet?
- What is a retinal exam?
- How do carbohydrates break down in body?

Pre-PAS vs. Post-PAS scores:
- Exercise: 80% vs. 92%
- Foot care: 81% vs. 93%
- Retinal exam: 90% vs. 92%
- Carbohydrates: 87% vs. 88%
Empowerment Questions

In the last week, average number of days doing self-care

<table>
<thead>
<tr>
<th>Activity</th>
<th>Pre-PAS</th>
<th>Post-PAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eating Fruits and Vegetables</td>
<td>3.5</td>
<td>3.9</td>
</tr>
<tr>
<td>Exercising 30 Minutes</td>
<td>3.0</td>
<td>3.8</td>
</tr>
<tr>
<td>Testing Blood Sugar</td>
<td>4.8</td>
<td>5.7</td>
</tr>
<tr>
<td>Taking Medications</td>
<td>6.0</td>
<td>6.8</td>
</tr>
<tr>
<td>Checking Feet</td>
<td>5.0</td>
<td>5.6</td>
</tr>
</tbody>
</table>
Will You Join Us?

- Refer your Seniors with diabetes to DEEP™.
- Become a Peer Educator
- HSAG will provide training
- Three days
- Hold at least two workshops per year
Peer Education Coordinator

Contact

Gail Gresko

614.301.0053

ggresko@hsag.com
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. CA-11SOW-B.2-08102016-01