

Increased Access and Patient Success in a DPP Through Innovative Community Partnerships

Erin Raftery BSN, MPH and Emmaly Renshaw

Presenters



Erin Raftery RN, BSN, MPH - Erin is a nurse care manager and health coach with Eastern Iowa Health Center (EIHC), a FQHC in Cedar Rapids, Iowa. She has been with EIHC since February 2017. She is the point person for their DPP enrollment process. She also participates in community health initiatives through committee involvement with Linn County Public Health.



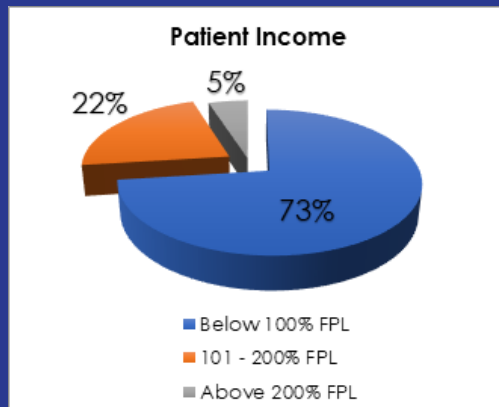
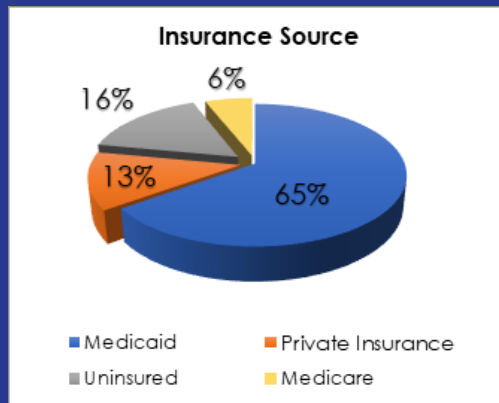
Emmaly Renshaw - Emmaly is the Diabetes Prevention Program Coordinator for the Cedar Rapids Metro YMCA. She has headed the DPP program since January 2017 and became a DPP lifestyle coach in 2015. Emmaly also oversees all chronic disease programs at the YMCA and is active in both county and city health and well-being committees.

We have no conflict(s) with commercial interest companies to disclose.



13,541 patients seeking services from

- Family Medicine
- OB/GYN and Family Planning
- Pediatric
- Hospital
- Dental



EIHC is a Federally Qualified Health Center, which means we:

- Offer services to all, regardless of the person's ability to pay
- Establish a sliding fee discount program
- Be a nonprofit or public organization
- Be community-based, with the majority of its governing board of directors composed of patients
- Serve a Medically Underserved Area or Population
- Provide comprehensive primary care services
- Have an ongoing quality assurance program

We have in house social work, care management, translation services, make referrals to partner agencies and assist with transportation needs to our clinic.


Overview of YMCA DPP Program



- Program started in 2015
- CDC Full Recognition granted June 2018
- Medicare Part B coverage started June 2019
- 95% of participants require financial assistance
 - Referral partnership with EIHC began in 2017
 - Joint financial assistance for certain participants with EIHC and His Hands Clinic, both low-income providers
- To date the Cedar Rapids DPP has had 13 cohorts
- 6 coaches, 2 locations

Understanding DPP Populations

DPP program participants typically:

- Have very limited nutrition and physical activity knowledge
 - Feel lost, scared and/or overwhelmed
 - Lack support at home
 - Have had multiple failed attempts at dietary and activity changes on their own
 - Are successful if prepared by clinic
- 

Framework: Clinic Process for Referrals

- Patient is diagnosed as pre-diabetic.
- Provider puts in referral, patient case, or note to care manager or health coach to contact patient about DPP program.
- Care manager or health coach will meet with patient in person if possible or call prior to completing referral.

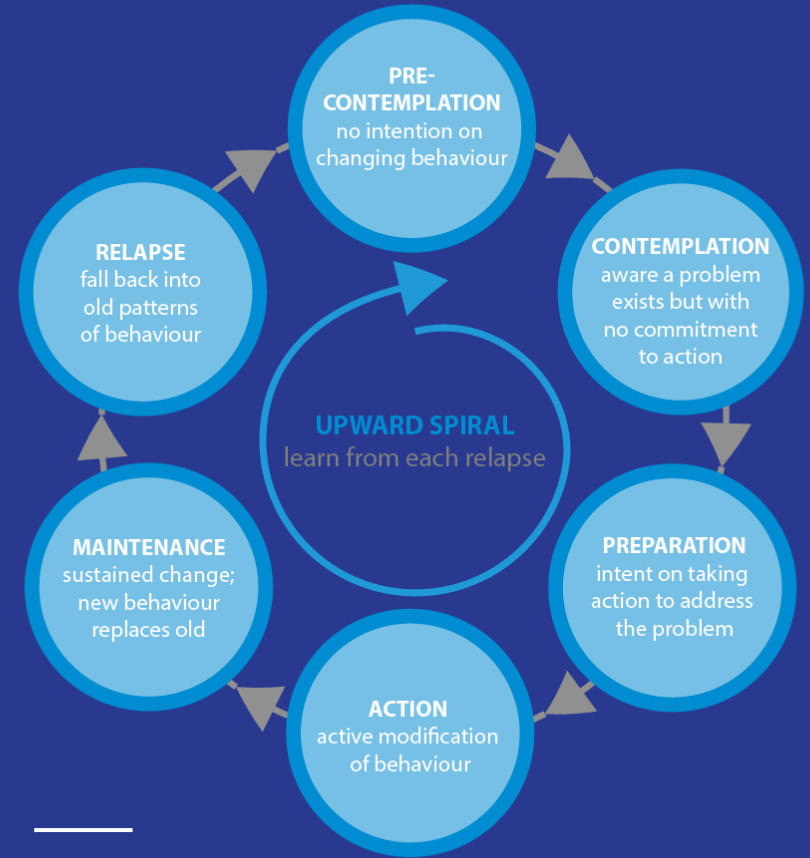
Framework: Clinic Process for Referrals

- If patient shows interest, readiness, or motivation for change we
- discuss program fees, potential for scholarship funding if available and the referral process.
- Patient and provider with assistance from health coach complete the referral form and an authorization for our electronic referral system.
- Patient name and date of referral is documented in excel to track and a patient case (note in chart) is created to document the referral.



The Stages of Change Model

Understanding where your patients are at will help guide your discussion and inform you of their likelihood of being successful in a DPP program





Five Principles of Motivational Interviewing

- Express empathy through reflective listening.
- Develop discrepancy between clients' goals or values and their current behavior.
- Avoid argument and direct confrontation.
- Adjust to client resistance rather than opposing it directly.
- Support self-efficacy and optimism.

O - Open-ended Questions

A - Affirmations

R - Reflective Listening

S - Summaries

Identifying Scholarship Needs

- Know program fee and ask patient if there are any financial concerns
- If yes, and patient is identified by someone who is ready to commit a scholarship is put into place.

YMCA/EIHC Joint Scholarship Structure

1. Joint scholarship between the YMCA and Clinic
2. Reduced program fees charged to the Clinic
3. Participant is responsible for \$10.00



Patient Handoff and Program Enrollment

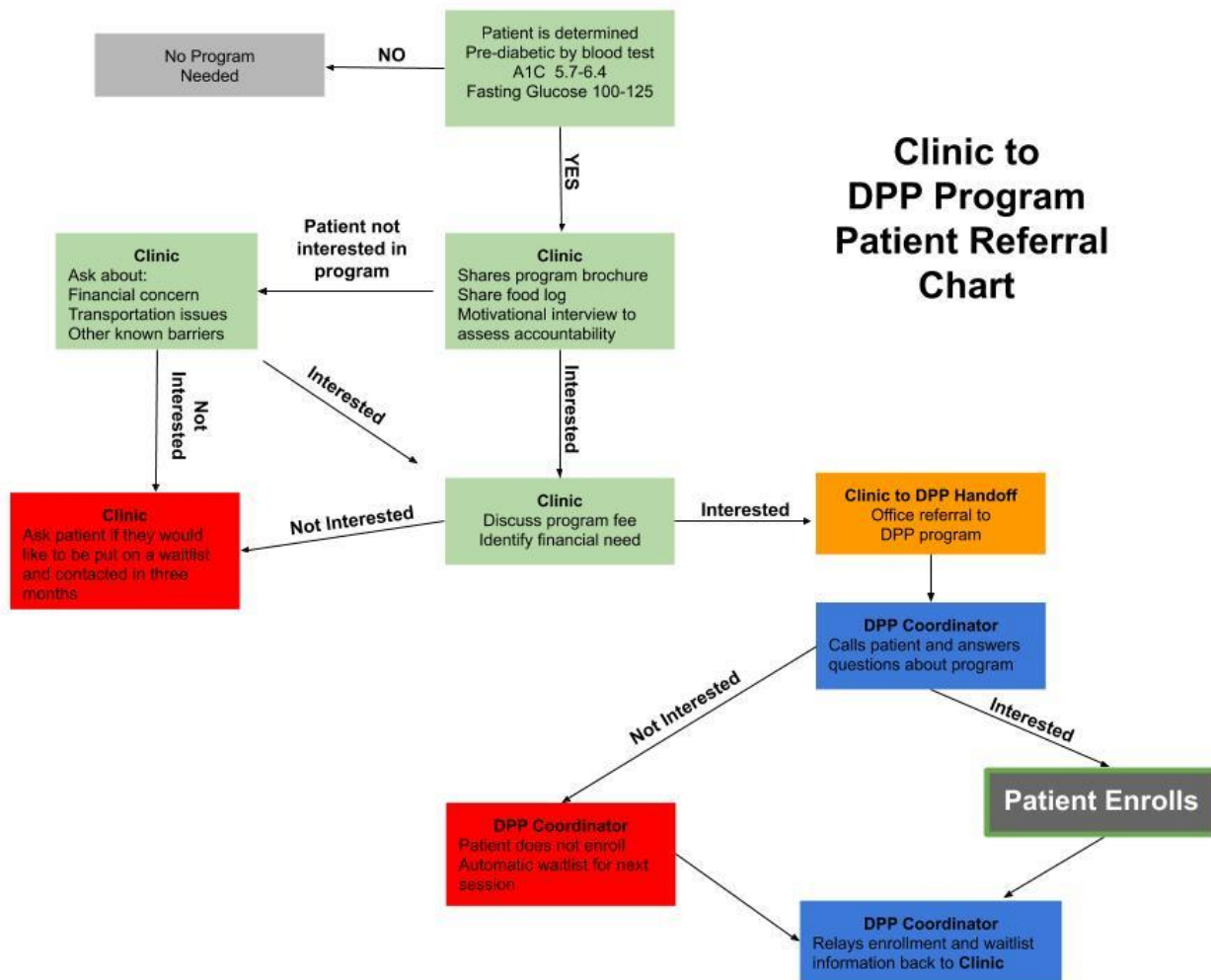
Erin identifies potential financial scholarship patients by:

- Need for the program through blood test
- Assesses readiness to begin program through motivational interviewing
- Identifies long-term commitment to the program

When a patient is identified as a good candidate with the intent to commit

- Office referral is sent over via fax or TavConnect
- Participant is contacted right away and placed in a class or waitlist
- Communication back to clinic on patient program status (enrolled, declined, waitlist)

Clinic to DPP Program Patient Referral Chart



SignifyCommunity,
formally TAVConnect a
SIM C3 opportunity to
better track our patients
in Linn County.



FROM

Eastern Iowa Health Center

Erin Raftery

TO

Diabetes Prevention Program

YMCA
Emmaly Renshaw

COMPLETE

Referral was completed

DESCRIPTION

Patient Pre-diabetic and interested in program

LOCATION

Cedar Rapids Metro Helen G. Nassif
YMCA207 7th Avenue SE
Cedar Rapids IA 52401
Linn County
Phone: (319) 366-6421

COMMENTS (3) | Add Comment

Date	Name	Comment	Actions
09/11/2019 at 01:19 PM	Emmaly Renshaw	Classes starting this month.	
09/11/2019 at 01:18 PM	Emmaly Renshaw	Called and left a message. Will follow up later this week if I don't hear back. Thanks!	
09/11/2019 at 10:17 AM	Erin Raftery	Unsure which location will work best for patient as I was unable to meet with her in clinic	


ATTACHMENTS (1) | Add Attachment

Attachment ID	Date	Name	Created By	Size	Actions
235830	09/11/2019		Erin Raftery	596.70 KB	

PROGRAMS (1)

Program ID	Date	Organization	Program	Status
1180		YMCA	Diabetes Prevention Program	WAIT LIST

YMCA

Used 13 times 

ORGANIZATION DESCRIPTION

YMCA

Scholarships for memberships and programs may be available. Fees based on a sliding fee scale. A Diabetes Prevention Program (DPP) available to high-risk or pre-diabetic clients which includes a wellness class and year long gym membership. Scholarships available.

ORGANIZATION TYPES

Community Resource

BARRIERS

Child Care - After School Care

Health Management - Dietary/Nutrition

Support - Support Groups

Health Literacy - General Health Education

Health Literacy - Diabetes Education

Health Management - Weight Management

Financial - Other

Support - Recreational Activities

Health Literacy - Nutritional Education

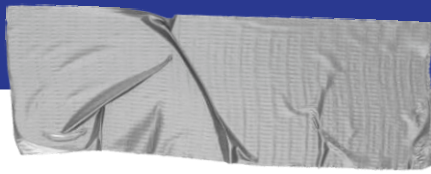
Success and Commitment in the first weeks of the Program

Cedar Rapids YMCA has decreased the drop rate of low-income participants by over 60% and increased program outcomes by:

- Motivational interviewing by clinic staff
- Introduction of food logs in the clinic and before the first class
- Meeting one on one with for an individual intake in a small group.
- Identifying a quality of life goal along with weight and food journal goals
- Identifying barriers like transportation and childcare



Questions?



Translating to Your Community

Identifying your unique (or not so unique) barriers and resources.

Diabetes and Pre-diabetes resources already available?

Other weight loss or nutrition education programs?

What are your resources for addressing SDOH in your community? Do you assess your patients for these?

