



COVID-19 & DIABETES

CHALLENGES & OPPORTUNITIES TO HELP VULNERABLE POPULATIONS

NATIONAL CENTER FOR HEALTH IN PUBLIC HOUSING



May 5, 2020

Agenda



Introduction



Roll Call



Challenges
and Limitations



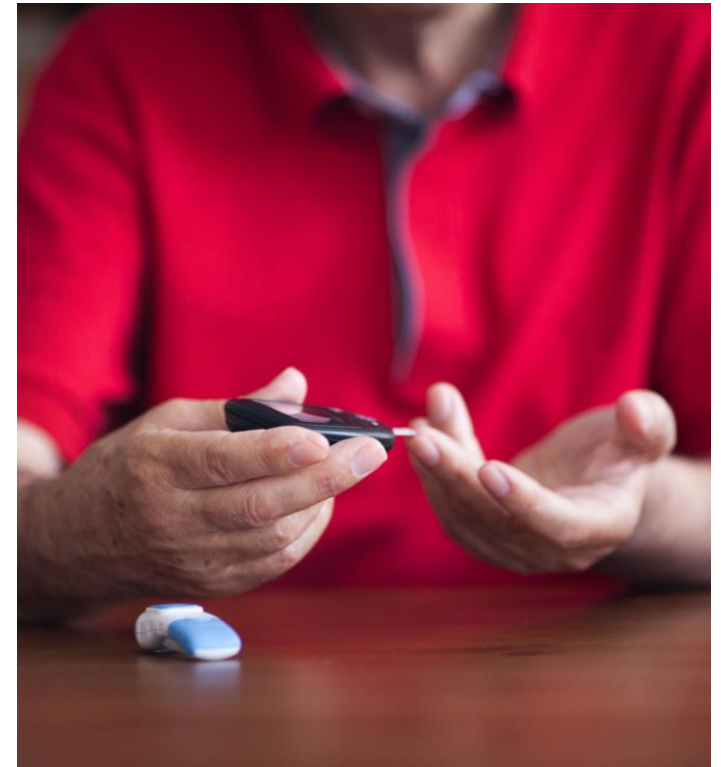
Promising
Practices



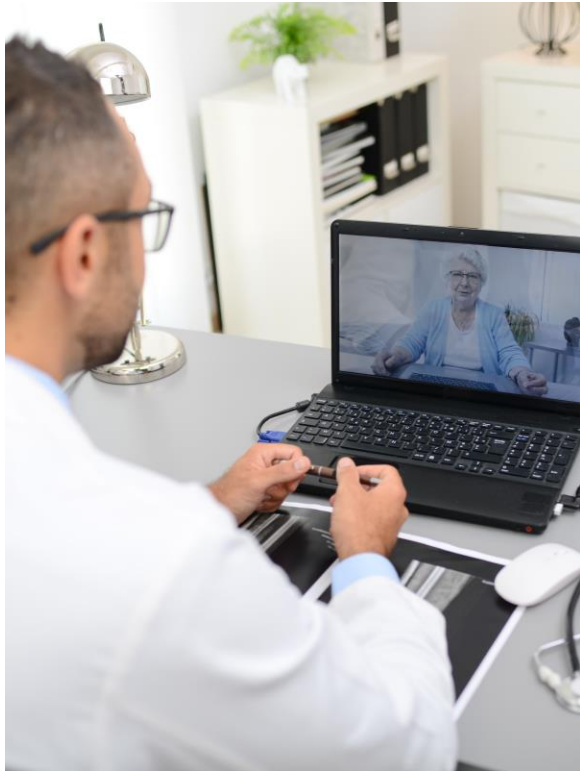
Final Thoughts

Challenges and Limitations - Providers

- ▶ COVID-19 pandemic affects diabetic patients differently:
 - ▶ Some populations are more likely to be affected by COVID-19 than others
- ▶ Meal planning, stress, isolation, exercise indoors/outdoors, etc....



Challenges and Limitations - Providers



- ▶ Continue to have patients on track: balance between in-person & virtual visits
- ▶ Virtual visits: Assess patients
- ▶ Social & financial issues, low-literacy
- ▶ Dietary challenges: access to healthy food
- ▶ Video interpreters

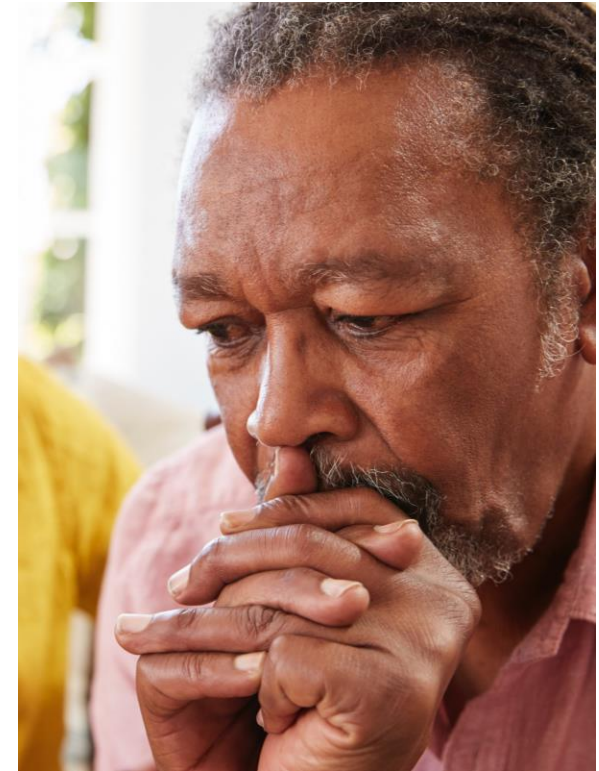
Challenges - Patients

- ▶ Technology challenges
- ▶ Internet Access
- ▶ Phone appointments
- ▶ Video visits
- ▶ Food delivery
- ▶ Fear to go to the clinics
- ▶ Access to Medication: shortage of medication
- ▶ Low Literacy
- ▶ What is social distancing, quarantine?
- ▶ Public charge: test patients with diabetes for COVID-19

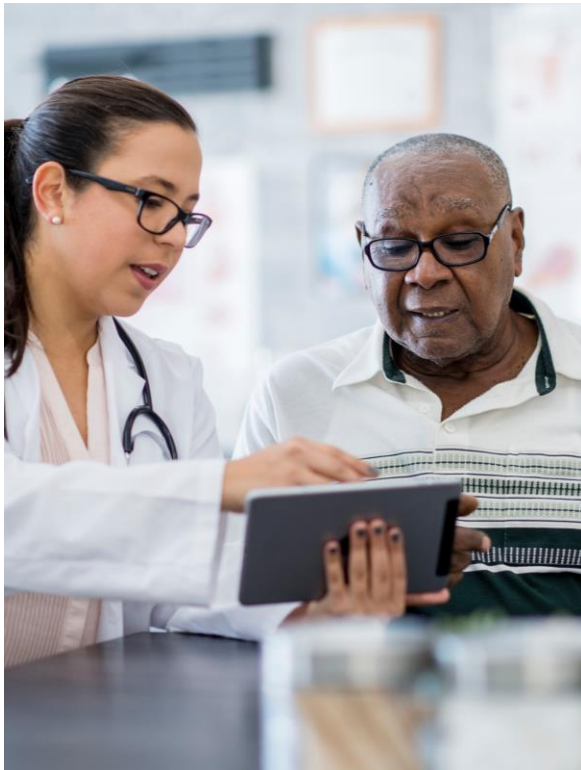


Telehealth Concerns - Patients

- ▶ Technical Problems
- ▶ Unnecessary
- ▶ Preference for in-person visits
- ▶ Technology anxiety
- ▶ Difficulty remembering to interact w/system
- ▶ Need for technical support
- ▶ Repetitive process



Promising Practices



- ▶ Empowering diabetic patients with accurate information
- ▶ Video Conferences/Telemedicine
- ▶ After hour phone visits
- ▶ Virtual shopping
- ▶ Incorporate discussion on SDOH

Promising Practices



- ▶ ECHO Clinics:
 - ▶ provider education program
 - ▶ Peer support coaches: outreach, food insecurity programs, technology issues
- ▶ Resources: mental health support, community resources, One-pagers
- ▶ Diabetes Health Care Team: need to be connected.
- ▶ Phone visits: to assess medication needs
- ▶ Working with community partners, food pantries, other pharmacies, etc.

Empowering Patients with Diabetes

Lots of Information:

- outbreak, fatality rate, incidence, prevalence.

How does it affect people w/diabetes:

- Case definition



Image source: CDC.gov

What's New from NCHPH

Bridging the Digital Divide:

Using Technology to Improve Access to Health Care for Public Housing Residents

April 2020

National Center for Health in Public Housing



Developing Cross-Sector Partnerships

April 2020



Published in partnership with:



SOCIAL DETERMINANTS OF HEALTH FOR PUBLIC HOUSING RESIDENTS:

ACCESS TO HEALTHY FOOD

Using data and maps created by National Center for Health in Public Housing (NCHPH) and other national data sources, this publication is one in a series that identifies the prevalence of social factors and population health indicators that affect public housing residents. It is intended for non-clinical health center staff, decision makers, and public housing stakeholders.

April 2020

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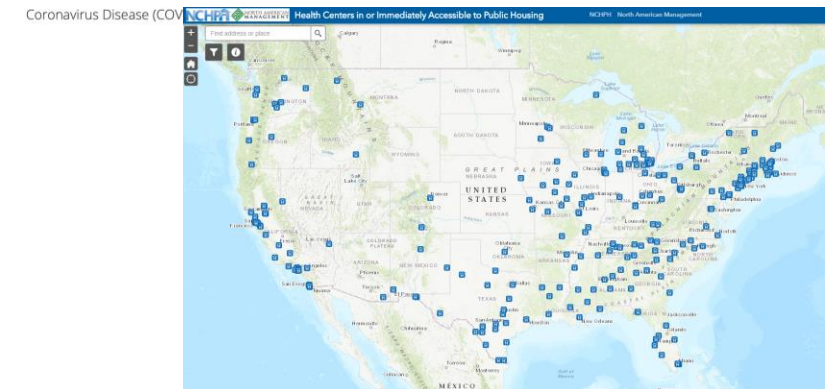
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