Diabetes Resources for Health Centers Serving Special and Vulnerable Populations



Enhancing Health Care Delivery for Residents of Public Housing

Housekeeping

- All participants muted upon entry
- Cameras on (if possible)
- Engage in chat
- Raise hand if you would like to unmute
- Webinar is being recorded
- Slides and recording link will be sent via email within a week after session





National Center for Health in Public Housing

- The National Center for Health in Public Housing (NCHPH), a project of North American Management, is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U30CS09734, a National Training and Technical Assistance Partner (NTTAP) for \$2,006,400, and is 100% financed by this grant. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
- The mission of the National Center for Health in Public Housing (NCHPH) is to strengthen the capacity of federally funded Public Housing Primary Care (PHPC) health centers and other health center grantees by providing training and a range of technical assistance.





Panelists



Dr. Jose Leon, MD *Chief Medical Officer*



Chantel Moore, MA *Communications Specialist*



Fide Pineda Sandoval, CHES
Health Research Assistant



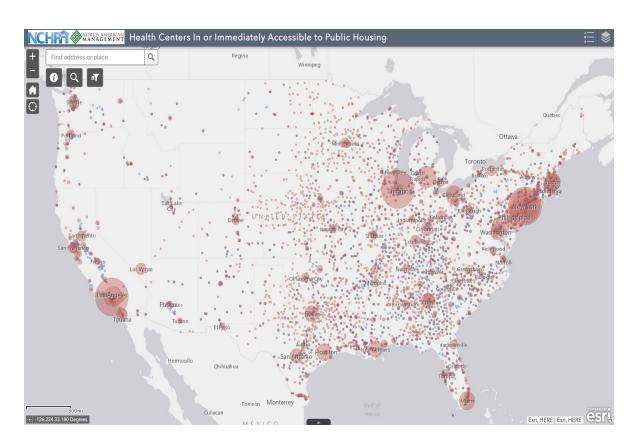
Agenda

- 1. Identify PHPC, NTTAPs, Non-profit and Federal organizations diabetes resources
- 2. Classify diabetes resources by sub-topic
- List diabetes resources in Spanish and other languages
- 4. List pediatric resources and for healthcare professionals serving the homeless population



Health Centers close to Public Housing

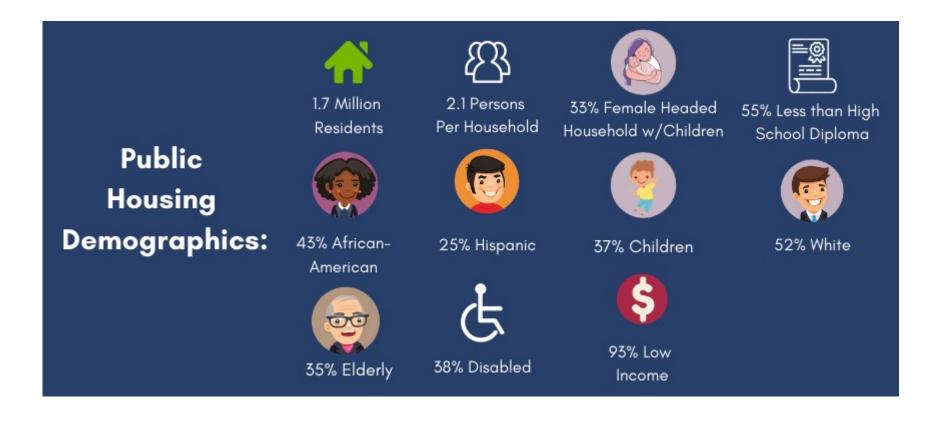
- 1,375 Federally Qualified Health Centers (FQHC) = 28.5 million patients
- 435 FQHCs In or Immediately Accessible to Public Housing = 5.1 million patients
- 107 Public Housing Primary Care (PHPC) = 866,851 patients



Source: 2020 National Health Center Data



Public Housing Demographics

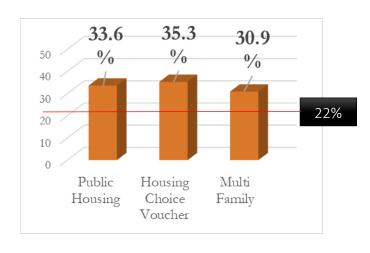


Source: HUD



A Health Picture of HUD-Assisted Adults, 2006-2012

Adults in HUD-assisted housing have higher rates of chronic health conditions and are greater utilizers of health care than the general population.



Source: Helms VE, 2017

	HUD- Assisted	Low- income renters	All Adults
Fair/Poor Health	35.8%	24%	13.8%
Overweight/ Obese	71%	60%	64%
Disability	61%	42.8%	35.4%
Diabetes	17.6%	8.8%	9.5%
COPD	13.6%	8.4%	6.3%
Asthma	16.3%	13.5%	8.7%



Diabetes: Hemoglobin A1C Poor Control in Health Centers

Federally Qualified Health Centers (FQHC)

- 9.4% patients with diabetes
- Estimated % of patients with HbA1c > 9%
 - Hispanic or Latino/a = 37.50%
 - Non- Hispanic or Latino/a = 34.32%

Public Housing Primary Care (PHPC) Grantees

- 9.8% PHPC patients with diabetes
- PHPC patients best served in a language other than English 30.93%

Source: National Health Center Program Uniform Data System (UDS) Awardee Data



Poll Question 1

Where do you get diabetic patient education materials from?

- a) We create our own materials
- b) Federal Agencies: CDC, NIDDK, AHRQ, etc.
- c) Our Primary Care Association
- d) National Training and Technical Assistance Partners
- e) Non-Profit Organizations: American Diabetes Association, etc.
- f) Professional Body: AMA, AAFP, AAP, etc.
- g) We do not get diabetes materials for our patients



Who is my Audience?

Healthcare professionals

Diabetes educators

Healthcare Workers

Patients



What I'm I looking for?

Individualized meal planning, weight control, carbohydrate counting

Medication and insulin (if appropriate)

Physical activity

Self-monitoring blood glucose

Managing high and low blood sugar

Intensive insulin management

Insulin pump therapy

Prevention and early detection of diabetes complications and diabetes emergencies

Stress management, risk reduction, and problem-solving



What Type of Diabetes Education Resources am I Looking for?

Reports

Factsheets and toolkits

Infographics

Videos and Podcast



Step 1:
Decide
Where to
Start your
Search





Step 2: Look for Subject-Specific Data Base





Step 3: Ask a Librarian/Health Educator, Etc.





Step 4: Choose your Key Words Carefully









Step 5: Look for Credible, Authoritative Resources



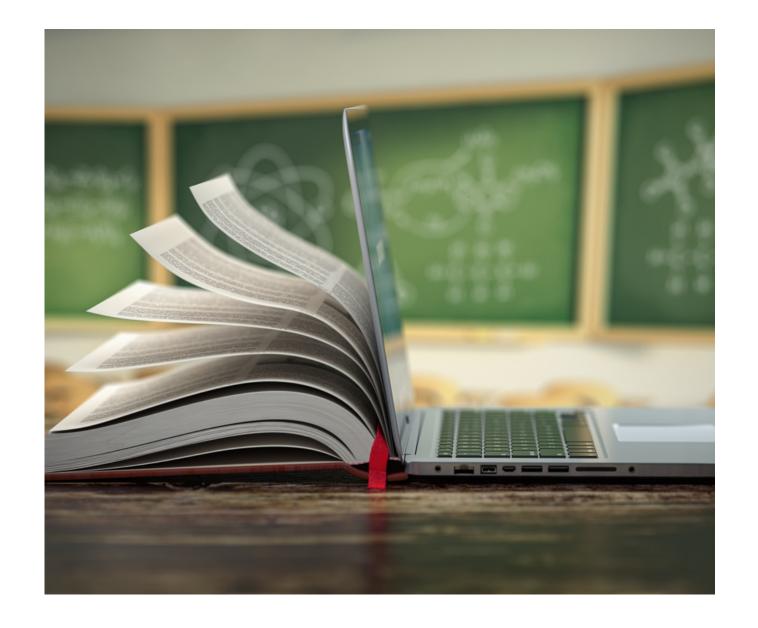








Step 6: Evaluate for credibility (Check out the author, date and affiliation)



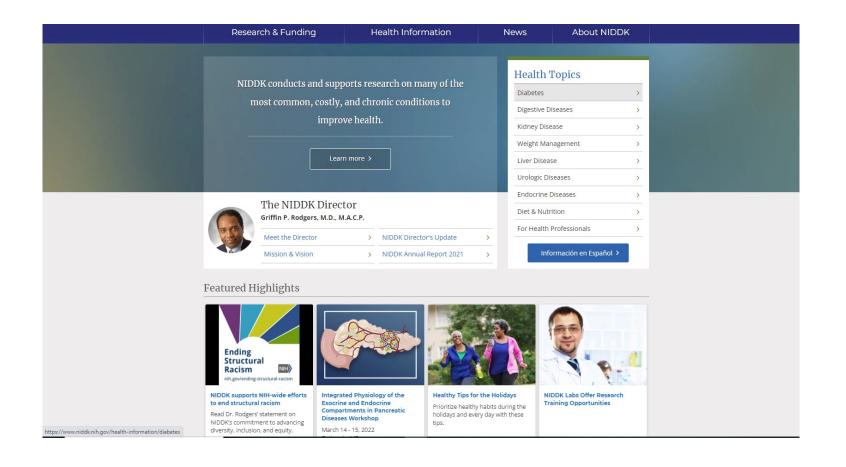


Step 8: Compile Resources and Build your Own Archive



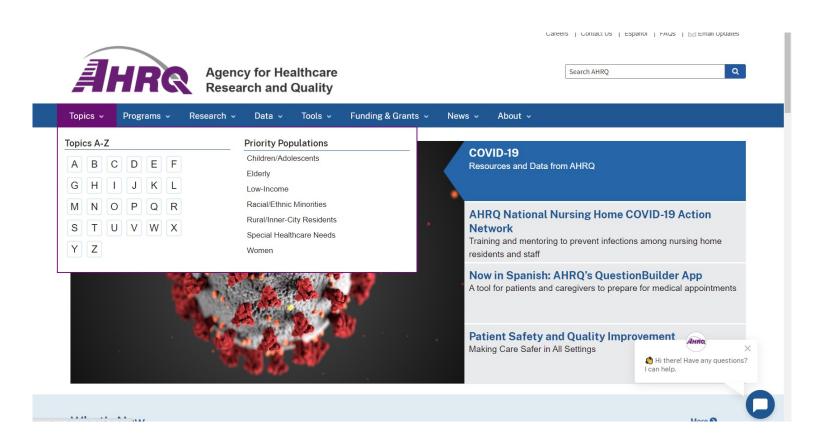


Federal and Non-Profit Resources NIDDK



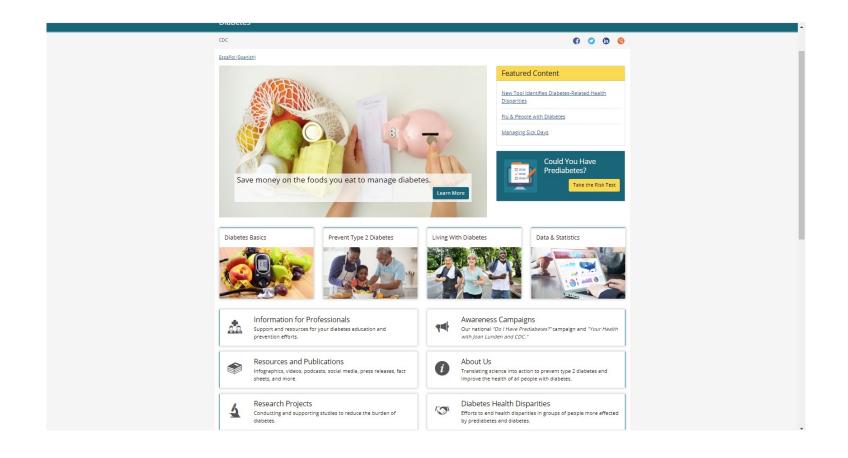


Federal and Non-Profit Resources: AHRQ



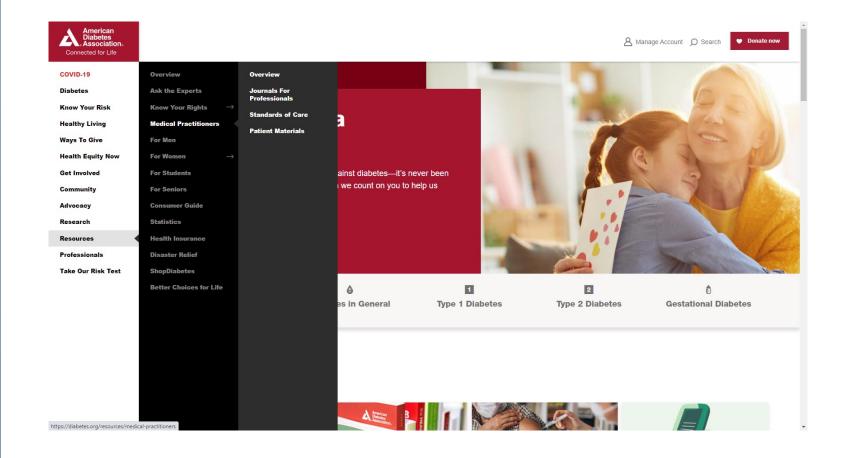


Federal and Non-Profit Resources CDC





Federal and Non-Profit Resources ADA







Eye Exams for People with Diabetes

HOW DO I KNOW IF I HAVE EYE PROBLEMS?

The best way to see if you have eye problems is to have an eye doctor check your eyes. You can have eye damage even if your vision is fine. It has nothing to do with needing glasses. Regular checkups with an eye doctor can detect eye disease early and prevent blindness.

There are different types of eye care providers:

- · An optician makes glasses and lenses. An optician also makes and fits contact lenses.
- An optometrist is an eye doctor who can find and treat certain eye conditions and diseases.
 An optometrist also prescribes glasses and contact lenses.
- An ophthalmologist is a medical doctor who finds and treats all eye diseases.
 Ophthalmologists can also prescribe glasses and contact lenses. An ophthalmologist can treat severe eye problems.
- · A retinal specialist is an ophthalmologist who only treats problems with the retina.

People with diabetes need to have a full eye exam every year by an ophthalmologist or optometrist who knows about eye problems in people with diabetes.

WHAT KIND OF EYE EXAM DO I NEED?

The eye doctor will put drops in your eyes to see the retina. This is called a dilated eye exam. The eye drops will make the pupils or black part of your eyes bigger. Then your doctor can see the back of your eye and find any eye problems early.

WHEN DO I NEED AN EYE EXAM?

Adults with Type 1 Diabetes

You need to have a dilated eye exam within five years of being diagnosed and every year after that.

Adults with Type 2 Diabetes

You need to have a dilated exam soon after you have found out you have diabetes. About 1 in 5 people with type 2 diabetes have some eye problems when they are diagnosed with diabetes. That's why it's important to have an eye exam soon after you find out you have diabetes.

After the first eye exam, all adults with diabetes should have a dilated eye exam every year, although your doctor may suggest every 2 or 3 years after a normal exam. Exams may be needed more often than once a year if you have eye problems.



Poll Question 2

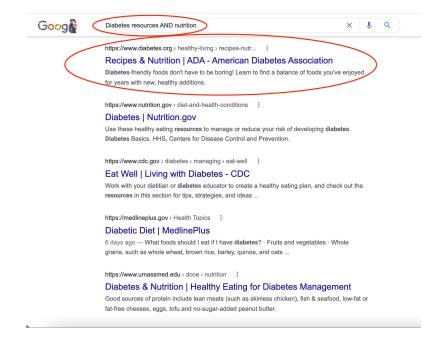
Do you know what "boolean searching" is?

- a) Yes
- b) No



Using Boolean Searching in Various Search Engines

 Boolean searching is a search method that helps users find search results quicker and in a precise fashion. Boolean searching uses operators, which are words like AND, OR, and NOT. These are logic-based words that help search engines narrow down or broaden search results.



Source: https://bit.ly/3EIT1t5



How to Use Boolean Searching in a Search Engine

<u>Listed below are some Boolean operators that help you narrow your</u> results:

- Boolean AND
 - Instructs the search engine to only bring back results that contain BOTH search words
 - Databases usually recognize AND as the primary operator, and will connect concepts with AND together first
- Boolean NOT
 - Instructs the search engine to NOT bring back any results that contain a specific search word
 - Results containing the search terms you are interested in may be left out of your results if you are using NOT - simply because they also happened to contain the unwanted search term.

Source: https://bit.ly/3EIT1t5



How to Use Boolean Searching in a Search Engine (cont'd)

- Boolean operators that help you broaden your results:
- Boolean OR
 - This Boolean operator commands the search engine to bring back results that contain either one search word OR the other - it will bring back results containing either word – so this can bring back more results.
 - This can be a good choice when your search topic word has several synonyms, and you are unsure which one will be used in the documents you seek.
 - Sometimes it is necessary to use parentheses in conjunction with OR in order to get the search to run correctly.

Source: https://bit.ly/3EIT1t5



National Training and Technical Assistance Partners

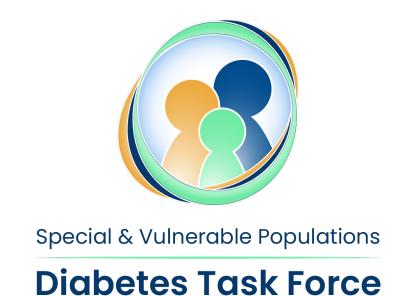
- National Training and Technical Assistance
 Partners (NTTAP) provide free training and
 technical assistance (T/TA) to support existing
 and potential health center grantees and look alikes.
- Special and Vulnerable Populations Taskforce on Diabetes

www.chcdiabetes.org





About the Special & Vulnerable Populations Diabetes Task Force



To elevate the national conversation around diabetes, 14
 National Training and Technical Assistance Partner
 (NTTAP) organizations formed the Special and Vulnerable
 Populations - Diabetes Task Force to engage health
 centers, Primary Care Associations (PCAs), and Health
 Center Controlled Networks (HCCNs) to increase
 knowledge of effective strategies that address diabetes
 among people experiencing homelessness, residents of
 public housing, migratory and seasonal agricultural
 workers, school-aged children, older adults, Asian
 Americans, Native Hawaiians and Pacific Islanders,
 LGBTQIA+ people, and other health center patients.



Available Resources on chcdiabetes.org

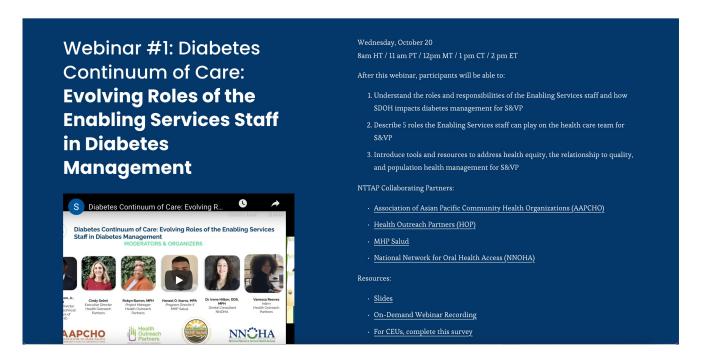
- Learning Collaboratives
- National Learning Series Webinars
- Supplemental Resources





Available Resources on chcdiabetes.org (cont'd)

One example of the resources that they offer is the National Learning Series webinars. They can be found at the bottom of the "National Learning Series" Page.





About the Health Center Resource Clearinghouse



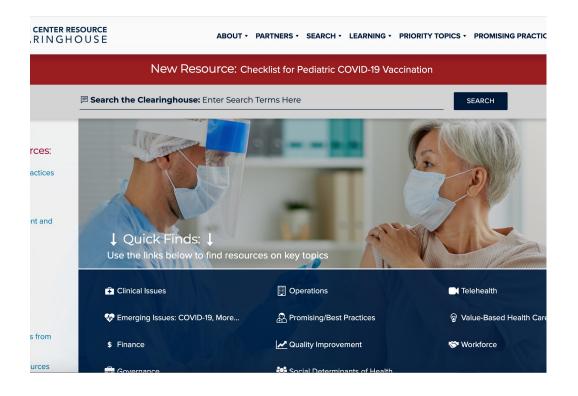
The Health Center Resource Clearinghouse established by the National Association of Community Health Centers (NACHC), is an online resource that addresses the competing demands of public health professionals by providing resources and tools to acquire and use targeted information daily. This clearinghouse makes finding information easier, and provides good quality, updated and relevant online resources. To learn more, visit healthcenterinfo.org.



Available Resources on Health Center Resource Clearinghouse

Some of the resources on the Health Center Resource Clearinghouse include, but are not limited to:

- Learning Collaboratives
- Webinars
- Publications





Health Center Resource Center Clearinghouse Updates

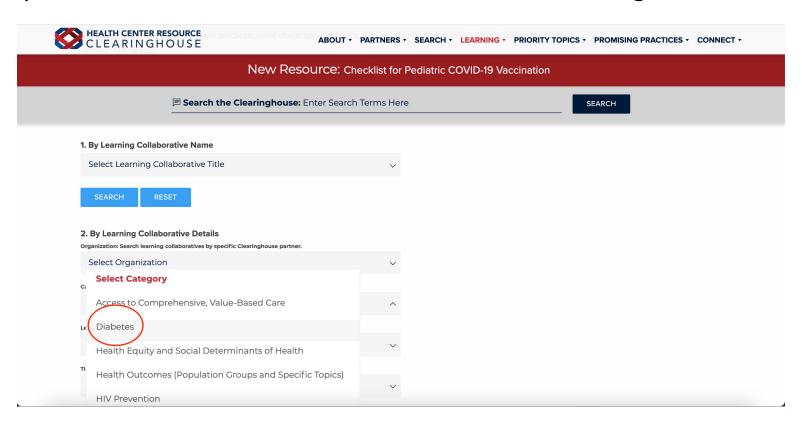
This fall, the Health Center Resource Center Clearinghouse made updates to their website such as:

- A new search bar on top of the page.
- On their new "learning" page (located in the top navigation bar), one can view many different resources including:
 - Online Self-Paced Learning Modules
 - Podcasts
 - Archived Webinars
 - Learning Collaboratives



Health Center Resource Center Clearinghouse Updates (cont'd)

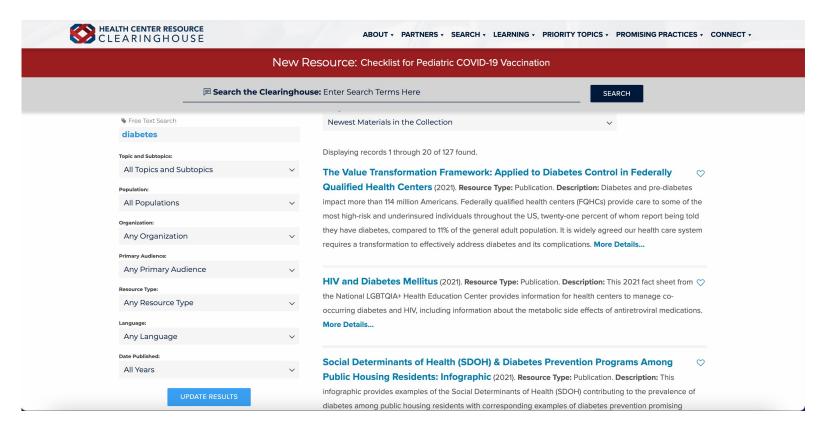
• They have also added a new searchable database for learning collaboratives.





Health Center Resource Center Clearinghouse Updates (cont'd)

Listed below is an example of the results from a search for diabetes related material.





Poll Question 3

Which of the following items listed below is NOT a new feature on the Health Center Resource Clearinghouse?

- a) The search bar at the top of the page.
- b) The ability to find things by subject.
- c) A searchable database for learning collaboratives.
- d) A "learning" page on the navigation bar of the website



• Spanish:

- <u>Diabetes health information</u>: Contains information in Spanish by NIH.
- <u>Diabetes educator Spanish resources</u>:
 Resources for patients on healthy eating, being active, taking medications, monitoring, and more. Also contains resources on diabetes peer support groups, tips for healthy holiday eating, diabetes checklists, etc...
- <u>Diabetes en Español</u>: CDC's diabetes resources in Spanish landing page.



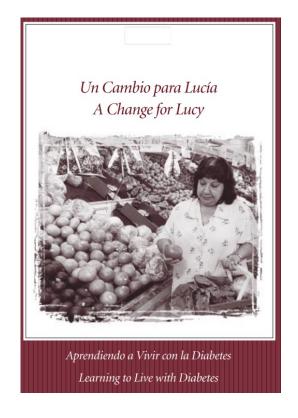


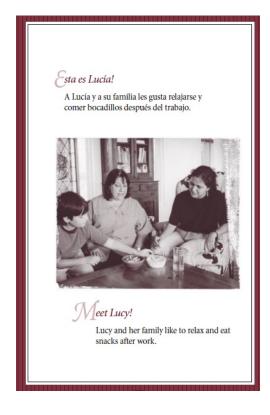


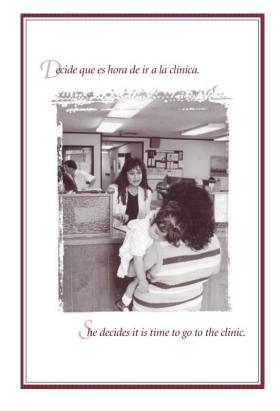
Developed with an independer grant from Merck



- Fotonovelas
 - Un Cambio para Lucía (A Change for Lucy)









• <u>Diabetes "flip books"</u>: Similar to pamphlets. Provide diabetes information with images for visual understanding.

• Flipbooks available on diabetes self-management, nutrition, exercise, psychology and more.

¿QUÉ ES LA DIABETES?

Es una enfermedad crónica no trasmisible que se produce cuando el páncreas por algunas razones tiene problemas para producir insulina en cantidades necesarias o el cuerpo no la puede utilizar de manera adecuada.



FUNCIÓN DEL PÁNCREAS

Es una glándula que está ubicada en el abdomen y rodeada por el estómago. Además de producir insulina tiene otras funciones.



La diabetes se da debido a la disminución total o parcial en la cantidad o en la acción de una hormona llamada INSULINA que se produce en el páncreas.



PARA QUÉ SIRVE

La insulina es una ho utilizar la energía que ing para realizar diferentes a



Las recomendaciones nutricionales deberán ser individualizadas de acuerdo a la cultura, tradiciones o circunstancias familiares de cada



Objetivos

 Identificar los alimentos que aportan carbohidratos y sus porciones.

 Consumir todos los grupos de alimentos de forma variada, sin excesos y evitando frituras, azúcary sal.

 Recomendar dieta fraccionada, 5 comidas durante el día: desayuno, media mañana, almuerzo, media tarde, merienda. De acuerdo a la rutina de la persona.

Alimentos y su relación con los carbohidratos: Gran parte de los alimentos aportan carbohidratos, unos más como los cereales y otros

- menos como el tomate riñón.

 Las proteínas no aportan carbohidratos.

 Las grasas no aportan carbohidratos.

Algunas verduras tienen un poco de carbohidrato como: zanahoria, remolacha. Tratar de mezclar siempre con hojas frescas como lechuga o espinaca.

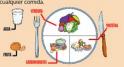
Aportan carbohidratos: Los tubérculos son las raices que se cosechan del suelo como: papa, yuca o camote: los cereales son todos los alimentos que pueden hacer harinas; los granos son fuente de proteina, pero con alto porcentaje de carbohidrato como:

- Fréjol, arveja, habas
- Las frutas.
- La leche y yogurt
- Azúcar y sus derivados.

Métodos para enseñar a alimentarse de forma

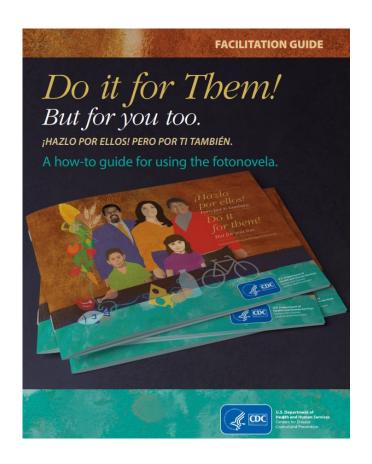


1. Plato saludable: se trata de una guía para crear comidas y platos saludables atendiendo a la relación en cantidad y calidad de alimentos que deben formar parte de cada plato, es un método que facilita a proveer conceptos básicos de alimentación a las personas. Se puede aplicar a cualouier comida.





- Guide for CHWs, health educators, diabetes educators and lifestyle coaches.
- Resource for Spanish speaking audience with a low literacy level
- Usage:
 - Source of information for the community
 - Small group discussions







- "Aprende a Vivir" (Learn to Live)
 Videonovelas
 - AHRQ (Agency for Healthcare Research and Quality)
 - Educate the audience on diabetes, the importance of taking medications on time and having a good communication with medical provider.
 - YouTube video channel: AHRQ en Español





Source: https://youtu.be/ce0-wj09LyU



Diabetes Resources in Other Languages

- <u>Diabetes Medicines Multiple Languages</u>
 - Drawing up one insulin
 - How to use an insulin pen
 - Mixing two insulins
- CDC Resources in Languages Other than English
 - Information and materials translated into other languages.
- National Institute on Minority Health Disparities Diabetes Resources
 - Resources in Spanish and Asian Languages





Diabetes Resources in Other Languages

- Know diabetes
- <u>Diabetes information in different</u> <u>languages</u>
- Contains key information for patients and education resources in several different languages such as Arabic, Bengali, Gujarati, Turkish and more.





Pediatric Diabetes Resources: ADA Planet D and Imagine Camp



Sometimes camp is the best medicine.

And it's the perfect place to make those much-needed connections a reality. Summer camp can be a lifeline for children living with diabetes and those at risk of developing type 2, as well as for their families. It's a place where kids can learn independence and develop a new level of self confidence-all within a safe and fun environment unlike any other.

The magic of camp

Every year, more than 6,600 campers and their families come together to share a week of summer fun, making memories that last a lifetime.

Diabetes is constant—children must manage it all day and all night and it never goes away. We know children with diabetes and their families walk a tightrope, keeping blood sugar levels not too low and not too high.

Source: https://www.diabetes.org/community/camp



Pediatric Diabetes Resources: National Diabetes Education Program

Clearinghouses and Programs

The clearinghouses and programs below were created to provide plain-language health information and respond to questions about the diseases and conditions within the NIDDK mission. Services are provided today via the NIDDK Health Information Center.

- · National Diabetes Information Clearinghouse, established 1978
 - o View Diabetes Health Topics | Recursos en español
- National Kidney and Urologic Diseases Information Clearinghouse, established 1987
 - View Kidney Disease Health Topics | Recursos en español
- National Digestive Diseases Information Clearinghouse, established 1980
 - View Digestive Disease Health Topics | Recursos en español
- Nutritional Disorders Program, established 1993 (operated as the Weight-control Information Network from 1994–2015)
 - View Nutrition Health Topics | Recursos en español
 - View Weight Management Health Topics | Recursos en español







Diabetes Materials: Homelessness

- National Health Care for the Homeless Council (NHCHC)
- Material for health care professionals



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Diabetes Mellitus

Webinars

- How to Conduct a Root Cause Analysis for Diabetes Prevention (January 2021) | Presented by the National Health Care for the Homeless Council
- Clinicians' Coffee Chat: Using Telehealth to Manage Diabetes (January 2020) | Presented by the National Health Care for the Homeless Council
- The 2019 Revised Adapted Clinical Guidelines: Medication Management for Patients Experiencing Homelessness Diagnosed with Diabetes (October 2019) | Presented by the National Health Care for the Homeless Council
- Nutrition and Diabetes: How Medical Nutrition Therapy Can Improve Diabetes Management (February 2019) | Presented by the National Health Care for the Homeless Council

Source: https://nhchc.org/clinical-practice/diseases-and-conditions/diabetes/



Guidelines for Developing Patient Education Materials

- Use visuals as much as possible (DVDs or printed illustrations) of anatomical features of the specific system that relates to the patient's problem or need
- Choose books, pamphlets, and/or brochures that are written at a third to fifth grade level
- Use short sentences (10 words or less) when developing printed materials
- Write paragraphs with no more than two or three sentences with one key point per paragraph
- Focus efforts on key bullet points of "must know" information
- Use visual terms such as "runny nose" and "redness"
- Explain measurements, e.g. "pain that lasts more than 30 minutes"
- Clearly list when the patient needs to call the doctor and what phone number to call
- Focus on actions patients should do using familiar words
- · Use plain language: Define any terms that are difficult to understand
- Have patient and family members "teach back" the information to you to ensure understanding
- Be aware of language, customs, and values to create a culturally sensitive and effective tool
- Use wide margins and leave white space between sections
- · Find an advocate for the person with low literacy who will ensure that the individual understands and follows through with instructions



Source: https://www.aaacn.org/guidelines-developing-patient-education-materials



Low Literacy Level Resources

Simply Put

A guide for creating easy-to-understand materials

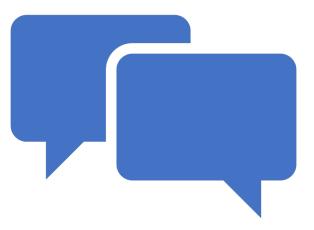




Source: https://www.cdc.gov/healthliteracy/pdf/simply put.pdf



Questions and Answers





Complete Post – Evaluation Survey

Survey: https://www.surveymonkey.com/r/3W6FYN8



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Thank you!

