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**DIABETES IN SPECIAL & VULNERABLE POPULATION:
Learning Collaborative**

**Diabetes Continuum of Care: Improving Emergency
Preparedness for Diabetes Management**

Session #3

Tuesday, March 21, 2023

9 am HT / 10 am MT / 11 am PT / 1pm CT / 2pm ET

Welcome!

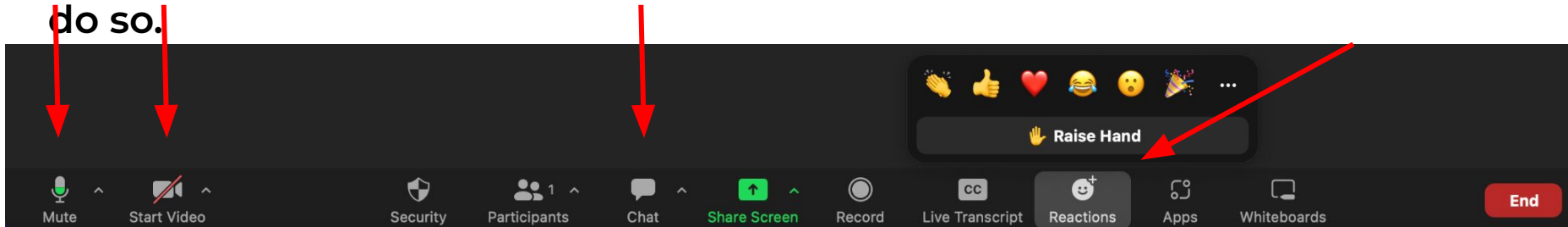
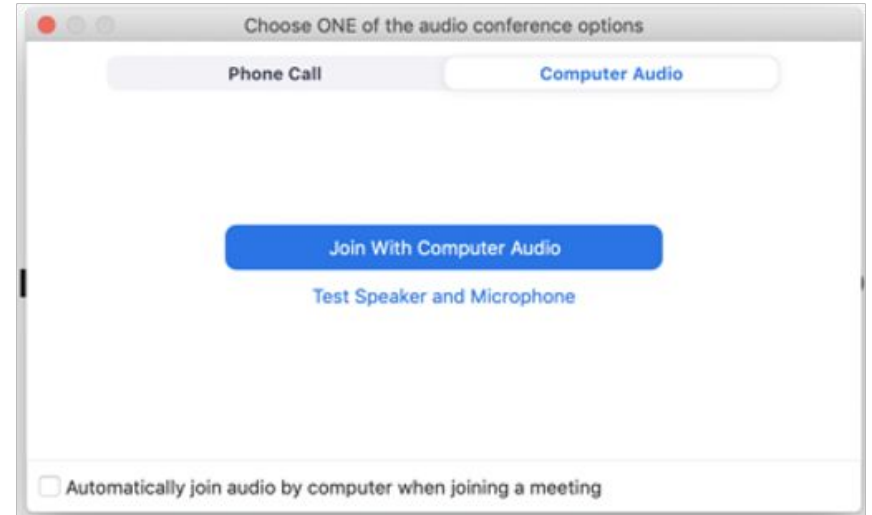
We will begin in a few minutes

ZOOM Controls

Please mute yourself. If you have a question, please raise your hand or send a question in the chat box.

Questions can come in at any time through the Chat box. The panelists will be monitoring the chat box throughout the session.

We encourage you to turn on your video, if you are willing and able to do so.



ABOUT THE LEARNING COLLABORATIVE

Diabetes affects more than 34 million people in the United States. Multi-tiered efforts to prevent, treat and manage diabetes are critical in reducing the burden of diabetes, particularly for special and vulnerable populations, which have unique characteristics that affect culturally and linguistically competent health care access and utilization. According to 2018 Uniform Data System (UDS), diabetes poses a unique challenge for the HRSA Health Center Program because 1 of 7 patients has diabetes and nearly 1 in 3 of those has uncontrolled diabetes.

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.

The Learning Collaboratives are **sponsored by HRSA** and will take a deeper dive into issues related to the roles of enabling services staff, developing patient-center resources, improving diabetes care and health equity, and management during a disaster in diabetes care and management.

For information about the Diabetes Task Force, visit chcdiabetes.org today.

Special and Vulnerable Populations Task Force Members:



For more information on our NTTAP Partners, visit chcdiabetes.org



Diabetes Continuum of Care: Improving Emergency Preparedness for Diabetes Management

Session-by-Session Overview

- ~~Session 1: Special Considerations for Priority Populations~~
 - ~~Tuesday, March 7 @ 11am-12pm PST | 2-3 pm EST~~
- ~~Session 2: Understanding Risk for Diabetic Emergencies~~
 - ~~Tuesday, March 14th @ 11am-12pm PST | 2-3 pm EST~~
- **Session 3: The Value of Effective Patient Engagement**
 - **Tuesday, March 21st @ 11am-12pm PST | 2-3 pm EST**
 - **Session 4: Planning Ahead to Stay Healthy**
 - **Tuesday, March 28th @ 11am-12pm PST | 2-3 pm EST**



Diabetes Continuum of Care: Improving Emergency Preparedness for Diabetes Management

NTTAP Faculty



Dr. Jose Leon
Chief Medical Officer
National Center for
Health in Public Housing



Hansel O. Ibarra, MPA
Health Strategy Specialist
MHP Salud



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Program Manager, National
Center for Equitable Care
for Elders (NCECE)





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Keys For a Successful Session: 3 B's

Be present

Be prepared to contribute

Be respectful



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Group Introductions

- Name
- Title/Role
- Organization
- Special populations served

Write down 3 things you currently don't have but would make your job easier





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SESSION 3 - LEARNING OBJECTIVES

1. Understand the value of effective patient engagement for diabetes management
2. Explore ways CHWs can be utilized to reach underserved communities during, before and after an emergency
3. Present real-life examples of CHWs being utilized in emergency preparedness

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Benefits of Patient Engagement

- Patient engagement is defined as the desire and capability to actively choose to participate in care in a way uniquely appropriate to the individual, in cooperation with a healthcare provider or institution, for the purposes of maximizing outcomes or improving experiences of care.
- Better adherence to medication & treatment plan
- Improved communication between healthcare providers and patient
- Increase usage of preventive measurements
- Overall- Improved health outcomes



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Barriers to Patient Engagement

- Lack of insurance/ Cost
 - Health literacy
 - Language
 - Lack of trust
- Cultural and social factors
- Complex healthcare system
 - Technology barriers
 - Transportation
 - Time



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Community Health Worker / Promotor(a) de Salud

A Community Health Worker (CHW) is a trusted member of the community who empowers their peers through education and connections to health and social resources.





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What do CHWs do?

Core CHW Roles	
1.	Cultural Mediation Among Individuals, Communities, and Health and Social Service Systems
2.	Providing Culturally Appropriate Health Education and Information
3.	Care Coordination, Case Management, and System Navigation
4.	Providing Coaching and Social Support
5.	Advocating for Individuals and Communities
6.	Building Individual and Community Capacity
7.	Providing Direct Service
8.	Implementing Individual and Community Assessments
9.	Conducting Outreach
10.	Participating in Evaluation and Research



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Poll Question

Which of these is not a role CHWs play in patient engagement?

- A) Provide patient education
- B) Encourage self-monitoring
- C) Facilitate communication between health provider & client
- D) Promote healthy behaviors
- E) Prescribe medication



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CHW Role in Emergency Preparedness

- Types of Emergencies
 - Natural disasters
 - Pandemics
 - Chronic diseases
 - Foodborne illness outbreaks
 - Non health emergencies

- CHWs are invested in their communities and can help the community return to a sense of normalcy after a disaster occurs





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CHW Role in Emergency Preparedness

Before/ Getting ready

- Prepare a plan of action
- Offer resources
- Collect census information
- Mobilizing communities responses

During

- Serve as a relay point for information
- Connect community with key partners
- Provide education/ dispel myths

After/ Recovery

- Screening and assessing
- Support groups
- Provide information
- Inform community members of available resources
- Connect community with key partners





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Poll Question

Does your health center include CHWs in your emergency preparedness plan?

- A) Yes
- B) No
- C) Not sure





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Case Scenarios





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Using CHWs in real life

- COVID-19

The emergence of COVID-19 has presented significant challenges for the State of Maine. After detecting its first case of COVID-19 in March 2020, Maine activated its entire public health infrastructure to quickly identify, investigate, and isolate COVID-19 cases. While responding to the emerging virus through testing, personal protective equipment (PPE) distribution, and contact tracing, Maine also began its planning for the eventual approval of a vaccine (or vaccines) for the prevention of COVID-19.

What do you think would be the role of the CHW in this situation?





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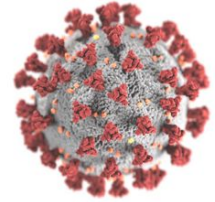


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Using CHWs in real life

- Cultural Mediation
- Culturally appropriate education and information
- Coaching & Social Support
- Outreach
- Building Capacity
- System navigation

- Advocating
- Evaluation and research
- Individual and community assessments
- Direct services



COVID-19 Interim Draft Vaccination Plan

MAINE

[Maine Center for Disease Control and Prevention]
[October 16, 2020] | [V 1.0]



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Using CHWs in real life

- Oil spills

The University of South Alabama's Coastal Resource & Resiliency Center trains CHWs and places them along the parishes and counties of Louisiana, Mississippi, Alabama, and the Florida panhandle. It is believed that these lay health workers could mitigate the effects of future disasters, such as oil spills, by encouraging preparedness, enhancing community resilience, and facilitating disaster recovery.

What do you think would be the role of the CHW in this situation?





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- Outreach
- Building Capacity
- System navigation
- Direct services
- Coaching & social support

- Advocating
- Evaluation and research
- Individual and community assessments

<https://meridian.allenpress.com/iosc/article/2014/1/170/198119/Enhancing-the-Utility-of-Community-Health-Workers>



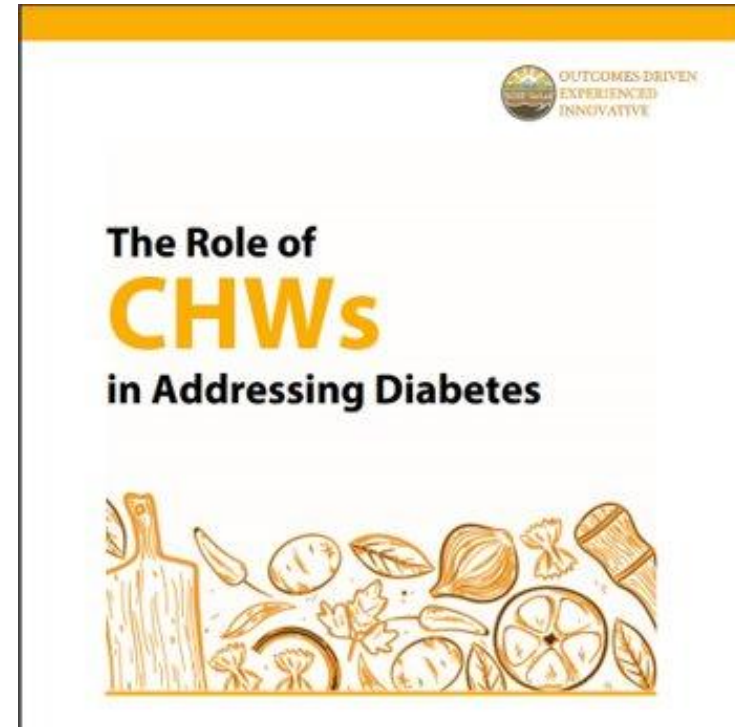
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MHP Salud Resource

The purpose of this guide is to assist health centers and partners in identifying the roles of CHWs in addressing diabetes. This guide will provide access to information that will facilitate the identification of CHWs in their Health Centers and their roles in addressing diabetes self-management and prevention in their communities.

<https://mhpsalud.org/portfolio/the-role-of-community-health-workers-addressing-diabetes/>





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MHP Salud Resource



Download the
Guide



Download the
Eye Care
Guide



Download the
Oral Care
Guide



Download the
Foot Care
Guide

This resource provides educational prevention tools that Community Health Workers (CHWs) can use and share with Migrant Seasonal Agricultural Workers and other vulnerable populations to reduce diabetic health complications. There are several downloadable resources available to guide CHWs on risk factors and prevention methods in oral, eye, and foot health complications, which are commonly linked to diabetes.

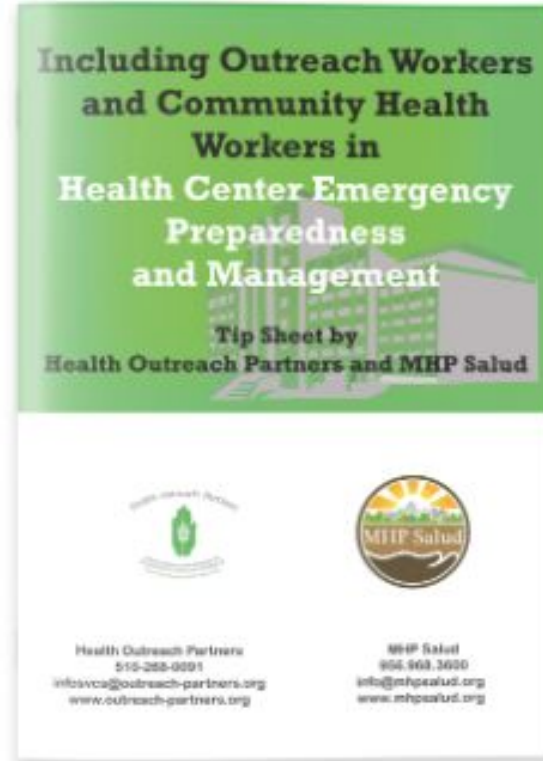
<https://mhpsalud.org/portfolio/diabetes-control-education-management-guide-for-community-health-workers/>



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MHP Salud Resource

Stay informed. This tip sheet focuses on how outreach workers can support three of the basic emergency management expectations for health centers, including: Emergency Management Planning, Linkages and Collaboration and Communications and Information Sharing.





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Session Evaluation

Before signing-off, please complete our quick session poll to help us evaluate how today's session went for you.

Evaluation Questions for each session

1. Overall, how satisfied are you with this session? (Single Choice) *

- 5 - Extremely satisfied
- 4 - Very satisfied
- 3 - Moderately satisfied
- 2 - Somewhat satisfied
- 1 - Not at all satisfied

2. How confident are you that you will be able to apply information from this session at your health center/organization? (Single Choice) *

- 5 - Extremely confident
- 4 - Very confident
- 3 - Moderately confident
- 2 - Somewhat confident
- 1 - Not at all confident

3. Based on your level of knowledge prior to the session, how would you rate changes to your knowledge as a result of the session? (Single Choice) *

- 5 - Extremely high level of knowledge gained
- 4 - High level of knowledge gained
- 3 - Moderate level of knowledge gained
- 2 - Low level of knowledge gained
- 1 - No knowledge gained



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Upcoming Sessions

Session 4: Planning Ahead to Stay Healthy

- **Tuesday, March 28th @ 11am-12pm PST | 2-3 pm EST**

THANK YOU!

For information about the Special and Vulnerable Populations Diabetes Taskforce, visit chcdiabetes.org today.

Feel free to contact our NTTAP collaborating partners and speakers from today's learning collaborative:

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