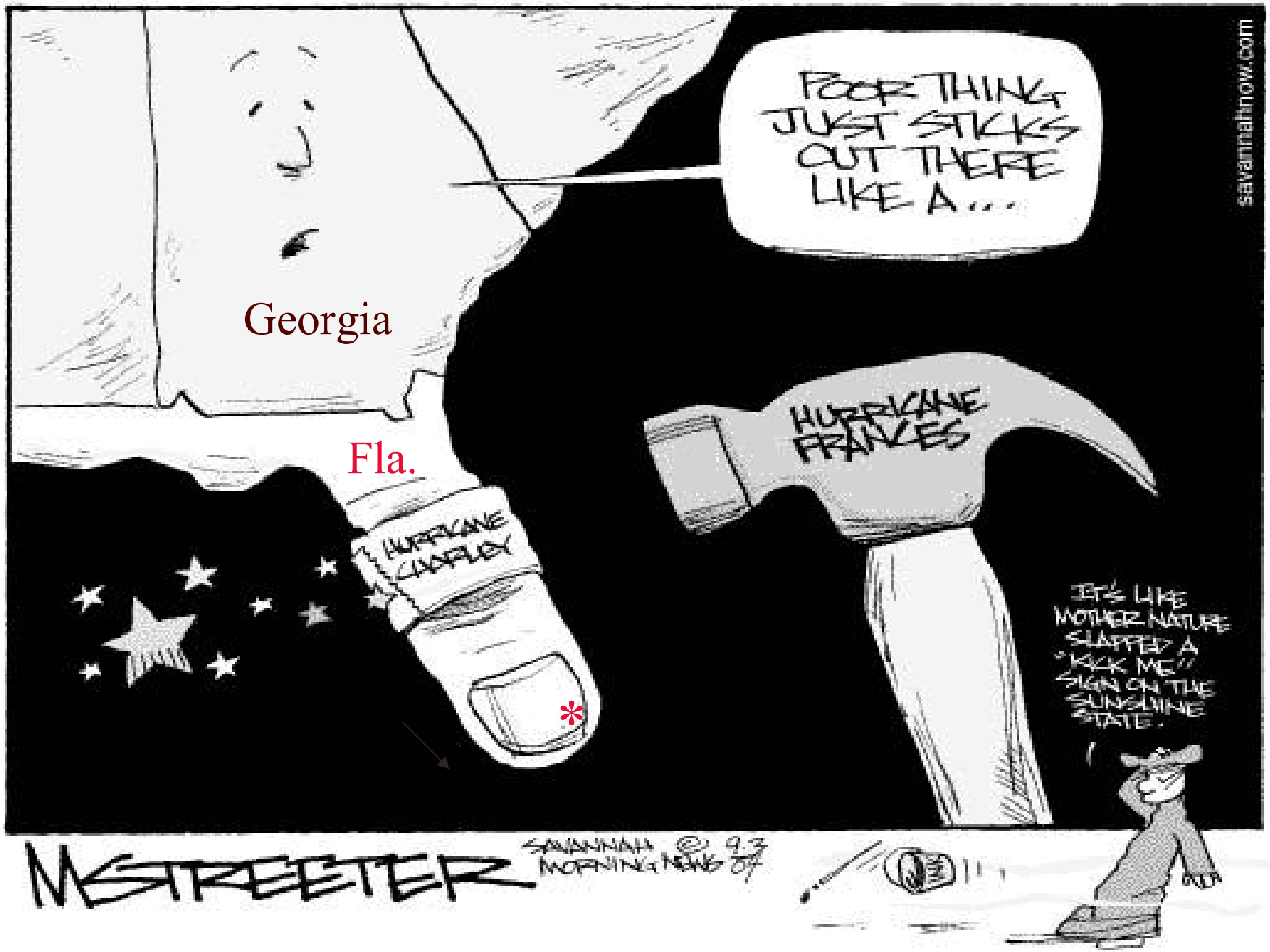
This product was developed by the Prescription for Health Diabetes Project at the Open Door Health Center in Homestead, FL. Support for this product was provided by a grant from the Robert Wood Johnson Foundation® in Princeton, New Jersey.

# Open Door Health Center
# Prescription for Health Diabetes Project:

## A Community Based Model to Improve Access to Care & Self-Management

*Lucie Dlugasch, ARNP-BC, MSN*


POOR THING JUST STICKS OUT THERE LIKE A...
Georgia
Fla.
HURRICANE CHARLEY
HURRICANE FRANCES
IT'S LIKE MOTHER NATURE SLAPPED A "KICK ME" SIGN ON THE SUNSHINE STATE.
savannahnow.com
MSTREETER
SAVANNAH MORNING NEWS 9-3-04


ENOUGH WAS ENOUGH!..
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IN CASE OF ANOTHER HURRICANE: BREAK GLASS


THINK DROUGHT

# The Birth of OPEN DOOR HEALTH CENTER

# OPEN DOOR HEALTH CENTER

**1350 SW 4 St. Homestead, Florida 33030**

**www.opendoorhc.org**

# The People We Serve With Diabetes Type II

- *Working poor*
- *150% federal poverty guidelines*
- *No access to healthcare services*
- *450,000 uninsured in county- **70,000 live in Homestead/Florida City***
- *Undocumented*

# *The People We Serve…..*

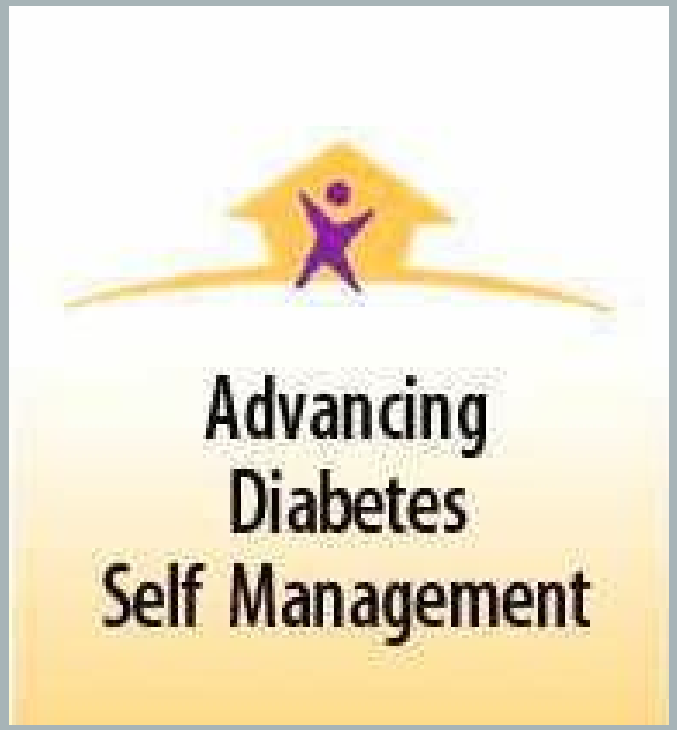
*Farmworkers, Packing Houses, Nurseries*

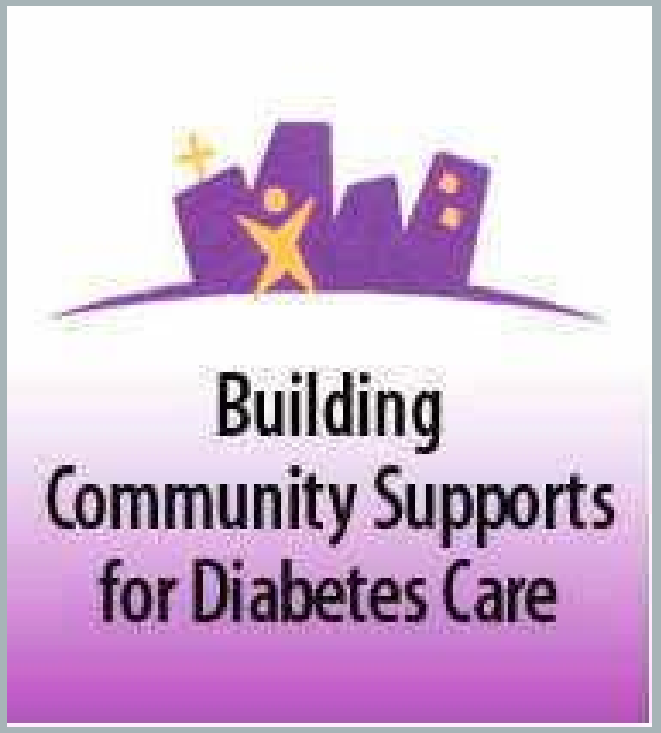
*Ethnic & Racial Minorities*

- *Black*
- *Hispanics*
- *Haitian*
- *Speak other language than English at home*

- *Source: Miami-Dade County Health Department CATCH Report*

# Diabetes Initiative of the Robert Wood Johnson Foundation

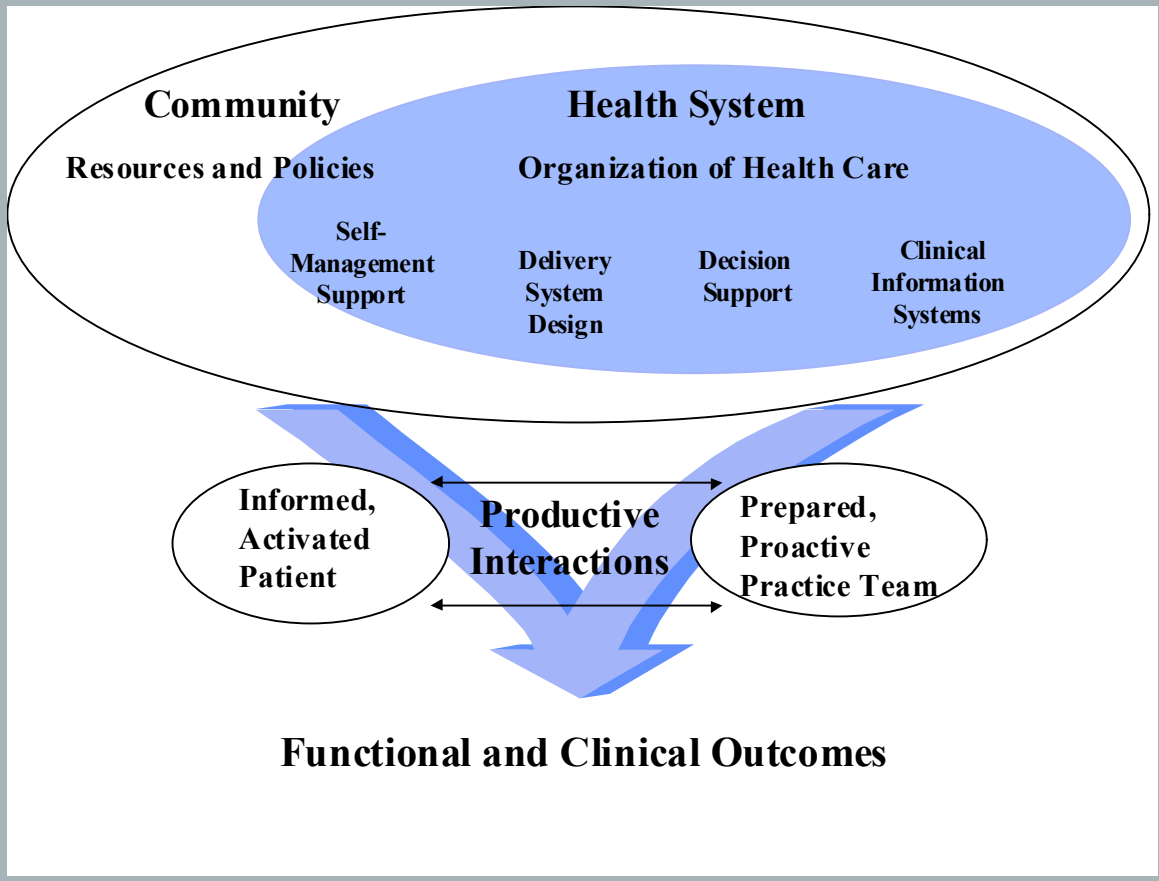


# The Prescription for Health Diabetes Project at ODHC

- *Phase 1 Started in 2003*
  - *Assessment/Planning*
  - *15 months ended April 2004*
- *Phase 2*
  - *- current stage May 2004-Oct.2006*
  - *- implementation/evaluation of lessons learned*

# WAGNER'S CHRONIC CARE MODEL

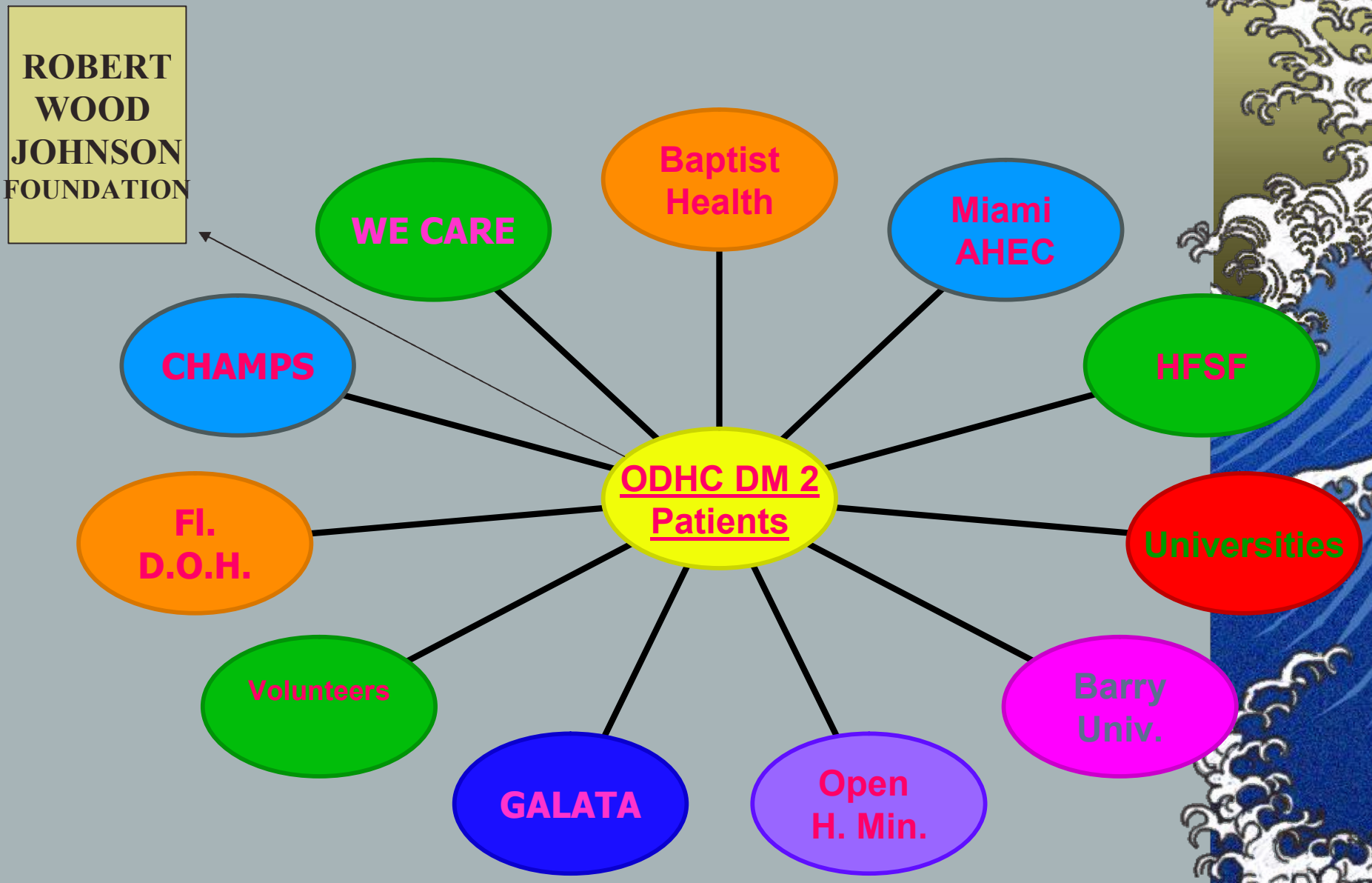



www.improvingchroniccare.org

- *Informed Activated Patient*
- *Prepared, Proactive Practice Team*

GOAL: Productive Interactions
= + Functional & Clinical Outcomes

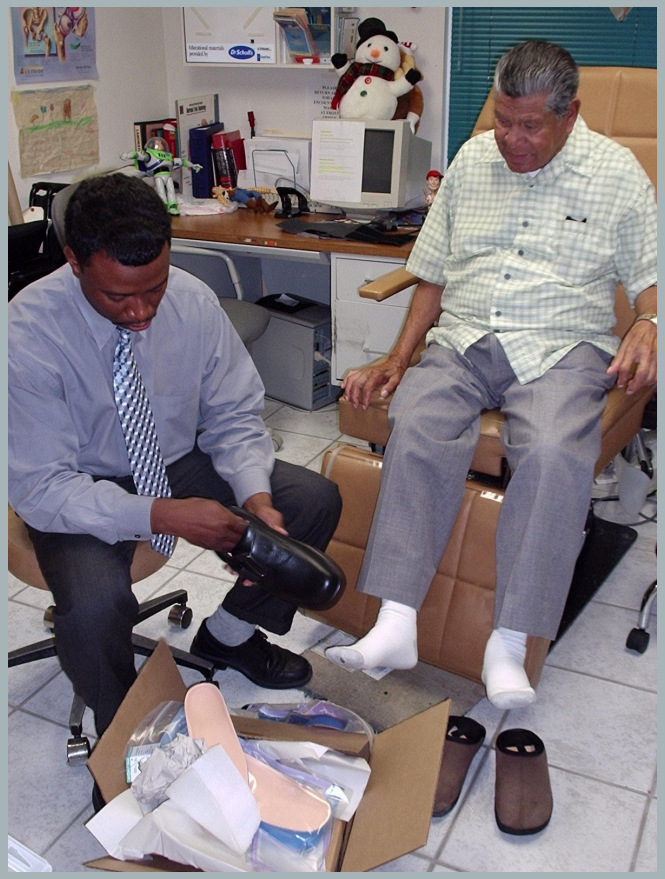
# Community Resources-outside self



# Community Resources/Collaborators

- ***Robert Wood Johnson Foundation***
- ***Baptist Health System***
- ***Health Foundation of South Florida***

# Community Resources Cont.



- *Miami Dade AHEC*
- *Universities*
- *Barry University*
- *Department of Health*
- *We Care*

# Community Resources Cont.

- ***Human Service coalition***
- ***Volunteers****- NEVER REFUSE ANYONE!*
- ***GALATA***
- ***MUJER***

# Community Resources Cont..


- ***Health Fair Participation***
- ***Community Events:*** *American Diabetes Walk; Step Up Florida Walk*

# Community Resources Cont…


- ***CHAMPS***
- ***Open House Ministries***
- ***Team Involvement***

# Community Resource Summary

- *Think Outside the Box*
- *Constantly sprinkle seeds via <u>whatever</u> method*
- *Think positive- vision,mission, project*

# Health System-internal organization quality

- *Multiple committees from phase 1 were merged into 1*
- *Voluntary Support Group (phase 1) poor attendance- changed to support/medical group appointment*
- *Medications prepared in advance*
- *Charts prepared in advance*
- *Appointments scheduled for 6 months*

# Health System Cont.

- *Frequent Continuing Education for Team sponsored by **ROBERT WOOD JOHNSON Foundation:***
- *meetings*
- *monthly conference calls*
- *Frequent email updates*
- *Comprehensive website*

# Self-Management Support- empower & prepare

- *TEAM PHILOSOPHY*
- *Collaborative Goal Setting*
- *Portable Records*
- *CHW/Case Manager/Clinic Staff Reinforce*

# Self –Management Support

- *Shining Star Bulletin Board*

# Self-Management Support

- ***Key Messages- Structured around AADE 7 Self-Care Behaviors***
  - *1- Healthy Eating*
    - *Fill half your plate with vegetables*
  - *2- Being Active*
    - *Do some physical activity every day*

# Delivery Design System-effective, efficient clinical & self-management

- ***Community Health Workers***
- ***Case Manager***
- ***Interdisciplinary Rounds***

# Delivery Design System

- ***Grocery Store Tours***

- ***Cooking Classes***
  - *Plate Method*

# Delivery Design System


- *Popular Education Method*
- *Visual*
- *Increased sensitivity to language/literacy*

# Delivery Design System

- *Support/Group Appointment*
  - *Offered Tues eve. & Thurs AM weekly.*
  - *Scheduled every other month but open to come as often as they want*
  - *Families encouraged to attend*
  - *Open to community*
  - *Average attendance: 15/per week*

# Support Group Structure

- *Sign in*
- *Check Blood Sugar*
- *30 min. discussion (open/topic)*
- *30 min walk/exercise*
- *Distribute medications*
- *Deal with pt. questions/concerns-examination, review results etc.*

# Support Group Structure

- *Okay- We had nothing to do with this one*

# Decision Support- evidenced based & pt. preferences

- *American Association of Diabetes Educators*
  *- 7 Self-care Behaviors*
- *Popular Education*
- *Chronic Disease Management Self Training Curriculum*
- *Cognitive Behavioral Therapy*
- *"Expert" guest speakers*
- *Portable Records*

# Clinical Information Systems- information sharing all levels

- *Comprehensive Diabetes Database*
- *Diabetes Care Flowsheet*
- *Dividers for chart*
- *Charts in Red*
- *Home Visit Forms*

# Clinical Information Systems Cont…..

- *Case Manager Comprehensive Assessment*
- *Case Manager Phone Call Log*
- *2 question depression screen with PHQ 9*
- *Interdisciplinary Rounds*
- *Portable Records*
- *Frequent contact*

# Summary

- *Embrace **EQUIFINALITY***
  - *Accomplishment of similar objectives by diverse methods following diverse paths*