



- This product was developed by the Robert Wood Johnson Foundation Diabetes Initiative. Support for this product was provided by a grant from the Robert Wood Johnson Foundation® in Princeton, New Jersey.

THE
ROBERT WOOD
JOHNSON
FOUNDATION®

 Washington
University in St. Louis
SCHOOL OF MEDICINE



DIABETES INITIATIVE
A National Program of The Robert Wood Johnson Foundation



The Role of the *Promotora* in a Comprehensive System of Care

AADE Annual Meeting
Los Angeles, August 2006
Lourdes Rangel



- ❖ Gateway Community Health Center
- ❖ Data
- ❖ Integration of the *Promotora Model* into the Medical Component
- ❖ Results



Demographics



- ◆ Located in Laredo, Texas (along U.S.-Mexico Border)
- ◆ Began operations in 1963
- ◆ Center offers a wide array of medical care services provided by physicians and/or mid-level practitioners
- ◆ Over 75,000 medical, dental, and specialty care patient visits were provided in 2005 (172% increase in 5 years)
- ◆ Patient Demographics
 - 98.5% Hispanic
 - 98% of patients live below 200% federal poverty level
 - 63% uninsured

Mission Statement

“To improve the health status of the people we serve in Webb County and surrounding areas by striving to provide high quality medical, mental and dental care; health promotion and disease management services in a professional, personal, and cost effective manner.”



Gateway	Texas	U.S.
<ul style="list-style-type: none">▪ 99% Hispanic	<ul style="list-style-type: none">▪ 32% Hispanic	<ul style="list-style-type: none">▪ 13% Hispanic
<ul style="list-style-type: none">▪ 63% Uninsured	<ul style="list-style-type: none">▪ 25% Uninsured	<ul style="list-style-type: none">▪ 16% Uninsured
<ul style="list-style-type: none">▪ 16% have diabetes	<ul style="list-style-type: none">▪ 8% of Hispanic adults have diabetes	<ul style="list-style-type: none">▪ 13.6% of Hispanic adults have diabetes, almost twice that for non-Hispanic whites

- **In Webb County, one in six adults has type 2 diabetes.**
- **Webb County also has one of the highest mortality rates for Type 2 diabetes in the state.**
- **Diabetes and Hypertension are the two main diagnosis at Gateway with 2,807 patients with diabetes and 2,303 with hypertension.**



Collaborative Partnerships

- **National Heart, Lung and Blood Institute**
- **Human Resources Services Administration**
- **Pan American Health Organization**
- **Department of State Health Services**
- **Robert Wood Johnson Foundation**
- **Pfizer Health Solutions Inc.**
- **Methodist Healthcare Ministries**
- **UT Health Science Center San Antonio-Dental School**
- **Friends of the Congressional Glaucoma Caucus**



- **Patients**
- **Family Members**
- **Medical Providers**
- **Certified Diabetes Educator**
- **Medical Support Staff**
- **Promotoras**
- **Board of Directors**
- **Administrators**



Services for Patients with Diabetes

- **Drug Assistance Program**
- **Dental Hygiene Services**
- **Medical Services**
- **Podiatry Clinic**
- **Minor Behavior Health**
- **Disease Management Courses**
- **Diabetic Supplies** (\$10.00 co-pay)
- **Yearly Eye Exam** (\$20.00 co-pay)
- **Assistance with Laser Surgery**
- **Glaucoma Screening** (Free)





Comprehensive System of Care for Diabetes and Cardiovascular Disease Management

Main Components

1. Provider Internalization of Self-management principles;
2. An infrastructure that supports the volume yet provides some consumer choices regarding delivery;
3. A system of referral, follow-up, feedback and documentation that produces integrated and consistent self-management clinical practice;
4. A system that recognizes, manages chronic illness, and related negative emotions.





Promotoras (Community Health Workers) Self-Management Intervention

Topics Include

Diabetes Group Classes

10 week curriculum



- Understanding what diabetes is
- Medication
- Strategies and benefits of good diabetes control
- Mental health
- Importance of blood sugar monitoring
- Partnership with healthcare team
- Nutrition
- Identifying and prevent diabetes complications
- Lifestyle behaviors (physical activity, weight management, smoking cessation)
- Social support
- Preventive care
- Problem solving
- Community resources

Support Groups

Reinforces topics from classes



Promotoras:

Assess patient needs

Individual contacts, as needed

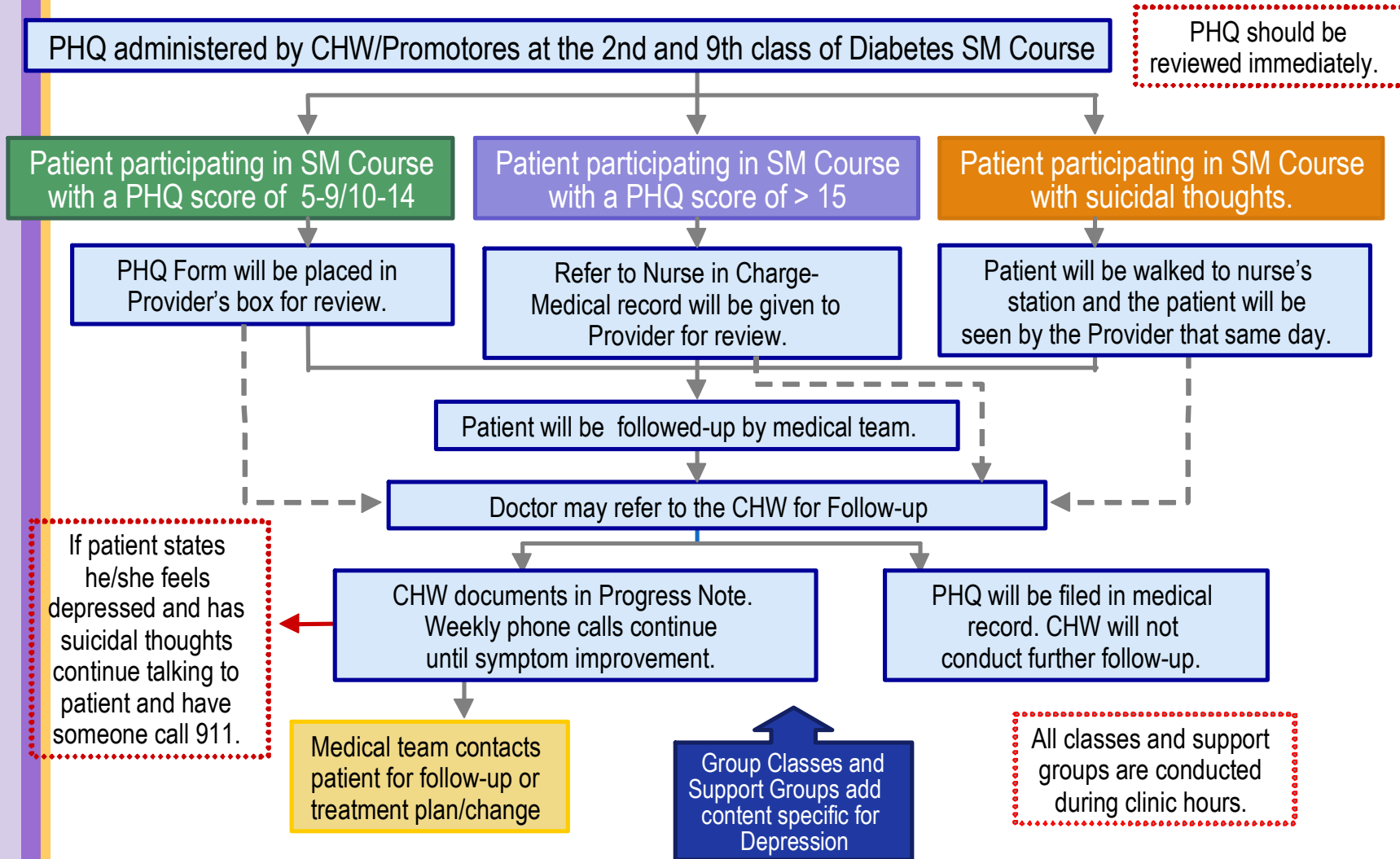
Patient advocate

Liaison to healthcare Team

Documentation



CHW Protocol for Depression





300 Hours of Training

- ✓ Clinic Site Orientation
- ✓ Medical Records
- ✓ Diabetes Self Management
- ✓ Leadership
- ✓ Time Management
- ✓ Listening Skills
- ✓ How To Make a Home Visit and Referrals
- ✓ Advocacy
- ✓ Promotora Safety
- ✓ Problem Solving
- ✓ Mental Health Training
- ✓ Stress Management
- ✓ Support Group Facilitation
- ✓ Community Resources
- ✓ Communication Skills

Evaluation

➤ Skills List

➤ 3-month

➤ 12-month

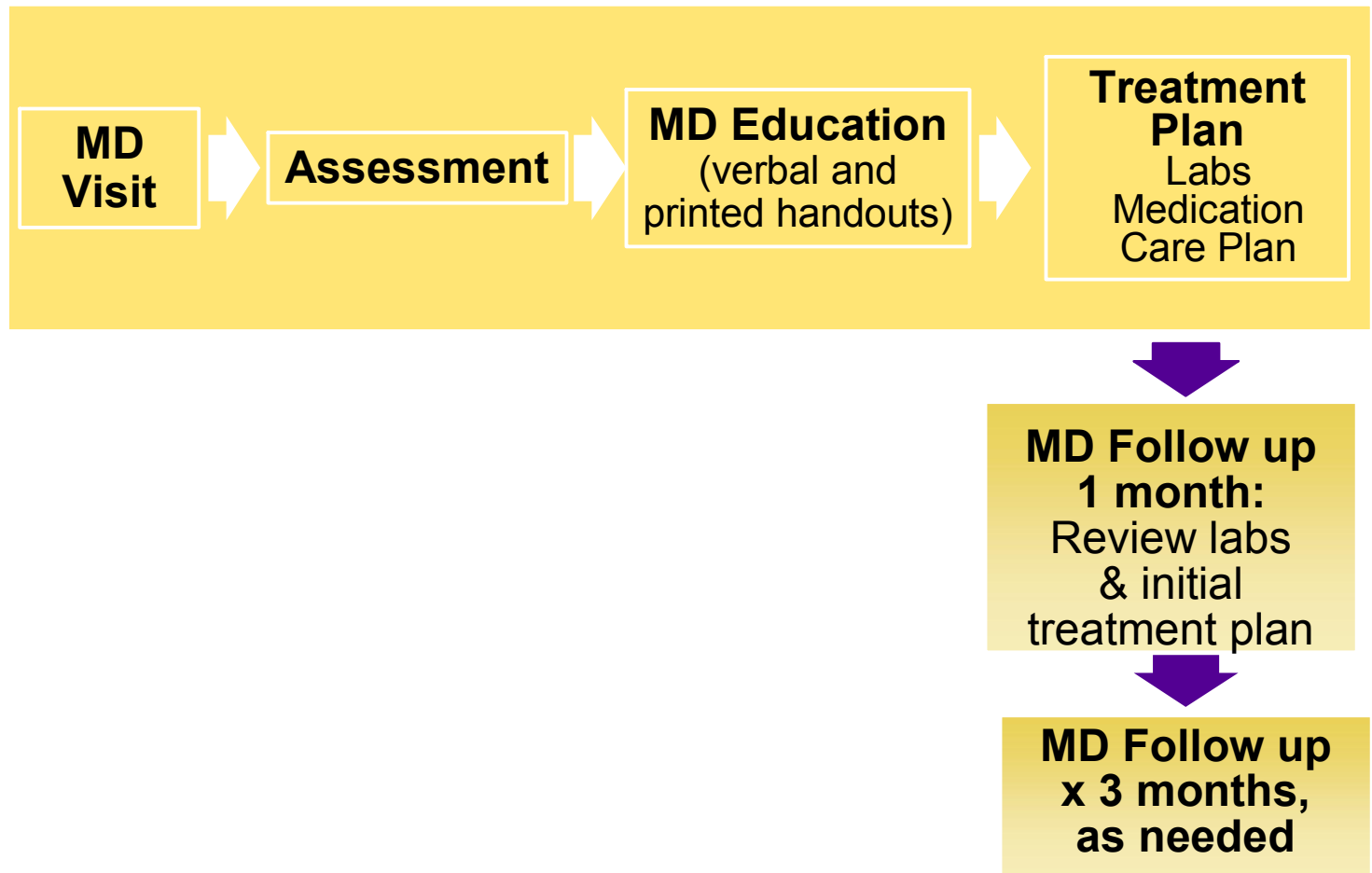
➤ Patient



Standard Care

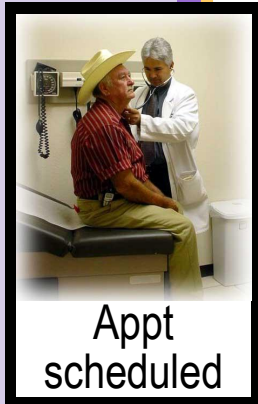


Appt
scheduled

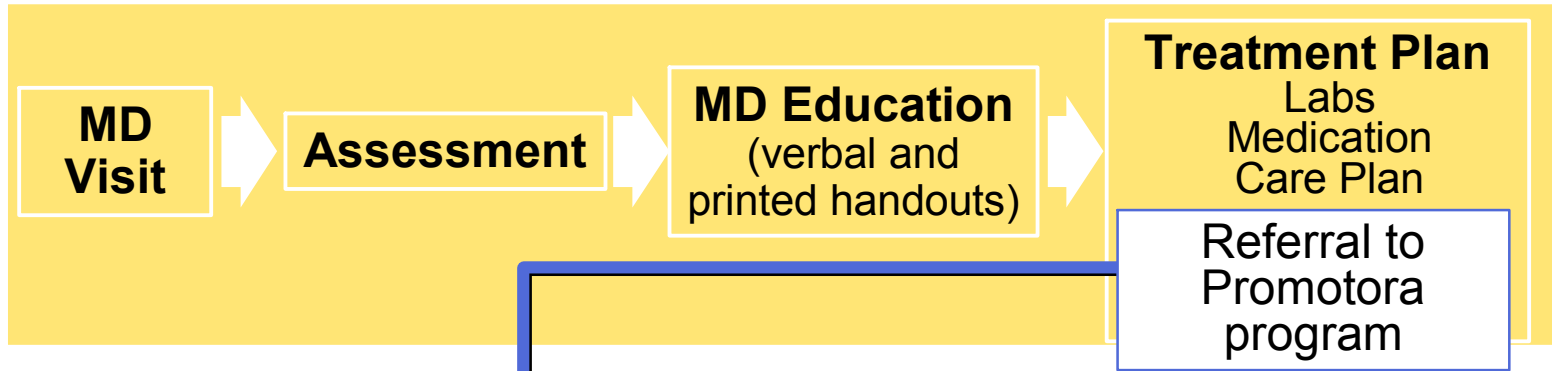




Care that Includes Promotoras (CHW)



Appt scheduled



Promotoras

Group classes and individual support

Extensive Education

- Using glucose meter
- Education on medication
- How to check feet
- How to identify complications
- Support for lifestyle changes

MD Follow up 1 month:
Review labs & initial treatment plan

Patient educated and more informed

MD Follow up x 3 months, as needed

MD visits are more focused, less follow up required



Benefits of Promotora Program



To Providers

More efficient use of time

Improved diabetes control

Assessment of social needs/concerns

Reinforce treatment plan

Extension of Providers services

Health advocate / additional clinic services and referrals

Implement clinical protocols

To Patients

More time received on education

Improved health outcomes

Individualized care

Greater adherence

Improved access to care

Specific needs met by appropriate referrals

Improved quality of care



Success Story

Profile

- **Mr. Emilio Resendiz**
- **Hispanic**
- **30 years of age**
- **Patient since 2003**
- **Married**



Medical History

- **Diabetes Type 2**
- **Hypertension**

Medications

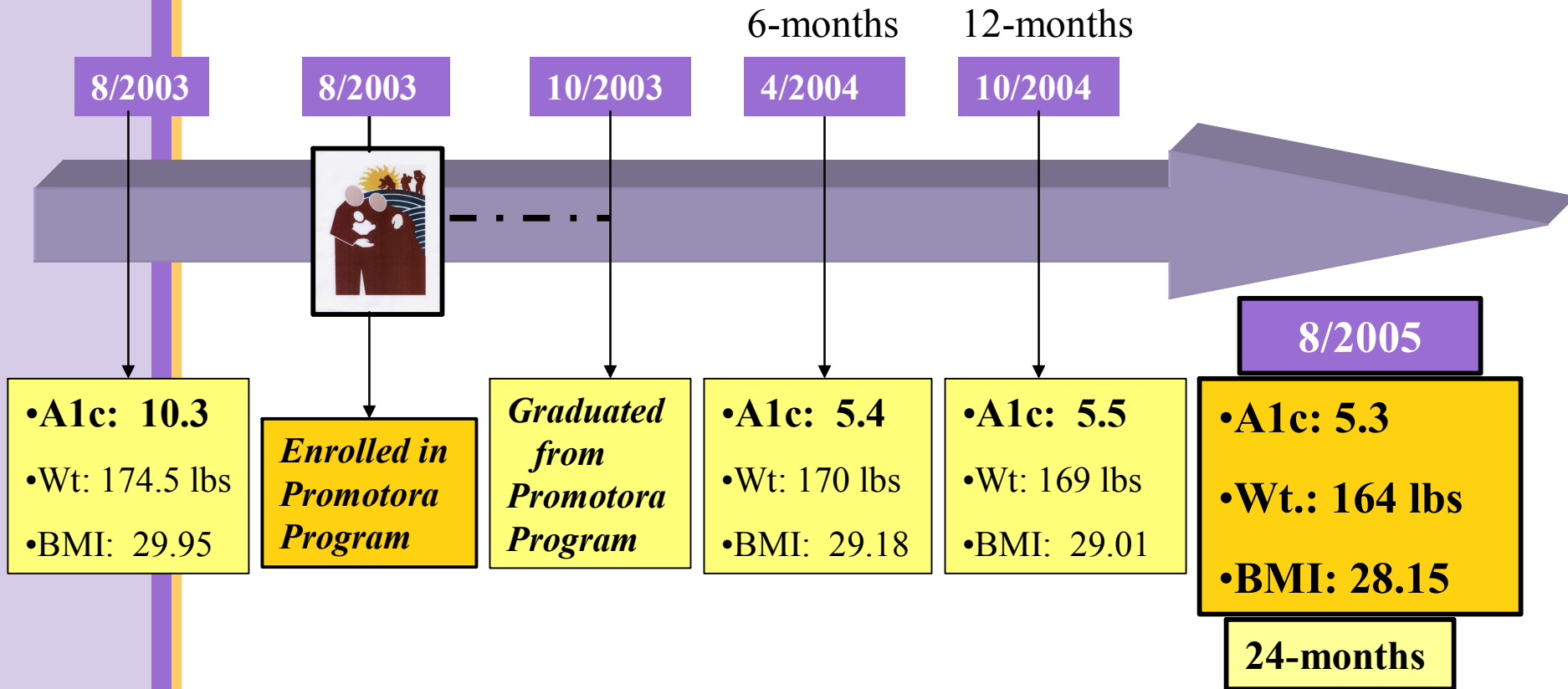
- **Glyburide 1.25mg**
- **Enalapril 2.5mg**

Medications

- **Glyburide 1.25mg (½ tab daily)**
- **Enalapril 2.5mg (½ tab daily)**



Success Story-Progress





Thank You!

**Self Management is
the key to good
control of diabetes
and emotional
health...**



**Promotoras play an
important role.**