

This product was developed by the Proyecto Vida Saludable at the Holyoke Health Center, Inc. in Holyoke, MA. Support for this product was provided by a grant from the Robert Wood Johnson Foundation® in Princeton, New Jersey.



DIABETES INITIATIVE
A National Program of The Robert Wood Johnson Foundation



*Ongoing Follow Up and
Support in Diabetes Self
Management*

www.diabetesinitiative.org

**CDC Diabetes Translation Conference
Atlanta, May, 2007**



DIABETES INITIATIVE
A National Program of The Robert Wood Johnson Foundation



*Maximizing Patient Choice:
Self Management in a FQHC*

CDC – Division of Diabetes Translation Conference

**Dawn Heffernan
Holyoke Health Center
Holyoke, MA
May 2, 2007**

Dawn.Heffernan@hhcinc.org



Holyoke Health Center

- **JCAHO accredited**
- **Federally Qualified CHC**
- **Western Massachusetts**
- **17,277 medical patients**
- **6,722 dental patients**
- **162 employees**
 - ✓ **25 medical providers**
 - ✓ **3 dentists**
 - ✓ **On-site retail pharmacy**
- **One of the highest diabetes mortality rates in Massachusetts**
- **Nearly 100% of our patients live at or below the poverty level**





Multiple Interventions provides ample opportunity for ongoing follow up and support

- Breakfast Club
- Chronic Disease Self-Management Classes
- Community Health Workers
- Diabetes Education Classes
- Exercise Classes
- Individual Appointments with the diabetes educator and the nutritionist
- Snack Club



Community Health Workers

- Bridge between the community and the health center
- Co-lead Programs
- Outreach
- Telephone Follow-Up
- Joint Visits with Providers
- Teaching
- Social Support
- Goal Setting/Problem Solving
- Collaboration with the nurses and providers in the clinic





Nurse and Community Health Worker Collaboration

- Follow up and support for patients not seen by their provider in the last 4 months
- Registry report generated every month
- Patients identified
- Nurses call patients, send letters and then refer to the community health workers
- Community health workers reattempt phone contact, letter and then provide a home visit to patients address



Community Mentors: Ongoing Support and Follow-Up





Community Mentors: Ongoing Support and Follow-Up





Exercise Class





Breakfast Club

- Eleven Sessions
- Nutritious Breakfast
- Correct Portion Sizes
- Balanced Meals
- Variety of Foods
- New food products introduced
- Label reading
- Hands on learning opportunities
- Incentives and raffles





Supermarket Tour

- Practice skills learned in class
- Patients with low literacy levels benefit
- Assess patient knowledge of products and food selection
- Hands on learning





Drop In Snack Club

- Informal gatherings
- Meet Program Staff
- Diabetes Bingo
- Raffles with healthy prizes
- Goal Setting
- Problem Solving
- Referral to other programs





Interventions

- Variety of options
- Flexible
- Initiated by patients and providers
- Allow for repetition of programs
- Address multiple learning styles
- Low literacy teaching materials
- Social
- Fun
- Interactive
- Promote personal connection to patients