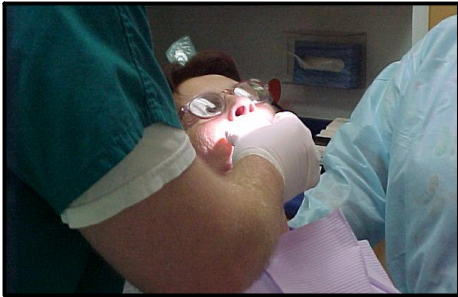


- This product was developed by the diabetes self management project at Gateway Community Health Center, Inc. in Laredo, TX. Support for this product was provided by a grant from the Robert Wood Johnson Foundation® in Princeton, New Jersey.



# *Comprehensive System of Care for Patients with Diabetes*



**Diabetes Initiative Annual Meeting**  
**The Robert Wood Johnson Foundation**  
**October 18-20, 2006**  
**Tucson, Arizona**  
**Lourdes Rangel**

# Demographics



- ◆ **Gateway Community Health Center is a Non for profit organization located in Laredo, Texas (along the US-Mexico Border)**



- ◆ **Over 75,000 medical, dental, and specialty care patient visits were provided in 2005.**



- ◆ **Patient Demographics**
  - **98.5% Hispanic**
  - **98% of patients live below 200% federal poverty level**
  - **63% uninsured**

# Demographics

- **In Webb County, one in six adults has type 2 diabetes.** (1999 Texas Department of Health)
- **Webb County also has one of the highest mortality rates for Type 2 diabetes in the state.** (Texas Vital Statistics)
- **Diabetes and Hypertension are the two main diagnosis at Gateway with 2,807 patients with diabetes and 2,303 with hypertension.**

(BPHC-Universal Data System)





# Partnerships

- **Robert Wood Johnson Foundation-2003**
- National Heart, Lung and Blood Institute-2003
- Human Resources Services Administration
- Pan American Health Organization-2000
- Pfizer Health Solutions Inc-2003
- Methodist Healthcare Ministries-2001



- Patients
- Family Members
- Medical Providers
- Medical Support Staff
- Promotoras
- Board of Directors
- Administrators

# Promotora Program

## Topics Include

### Diabetes Group Classes

10 week curriculum



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

### Support Groups

Reinforces topics from classes



Promotoras:

*Assess patient needs*

*Individual contacts, as needed*

*Patient advocate*

*Liaison to healthcare Team*

*Documentation -Progress -Outcomes*

# CHW Training Topics and Evaluation



**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**

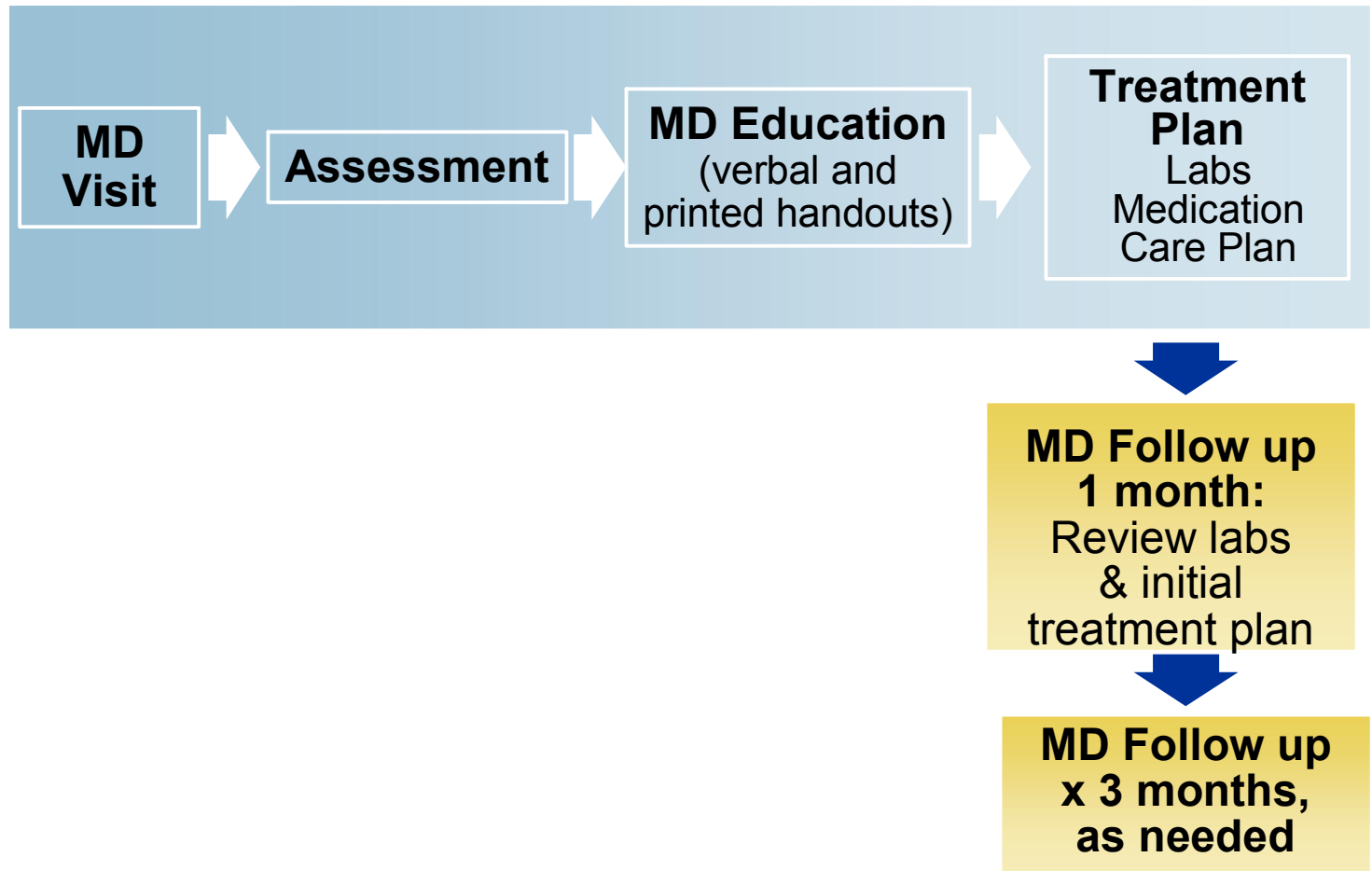
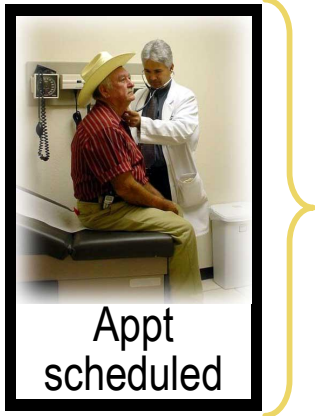
➤ Skills List

➤ 3-month

➤ 12-month

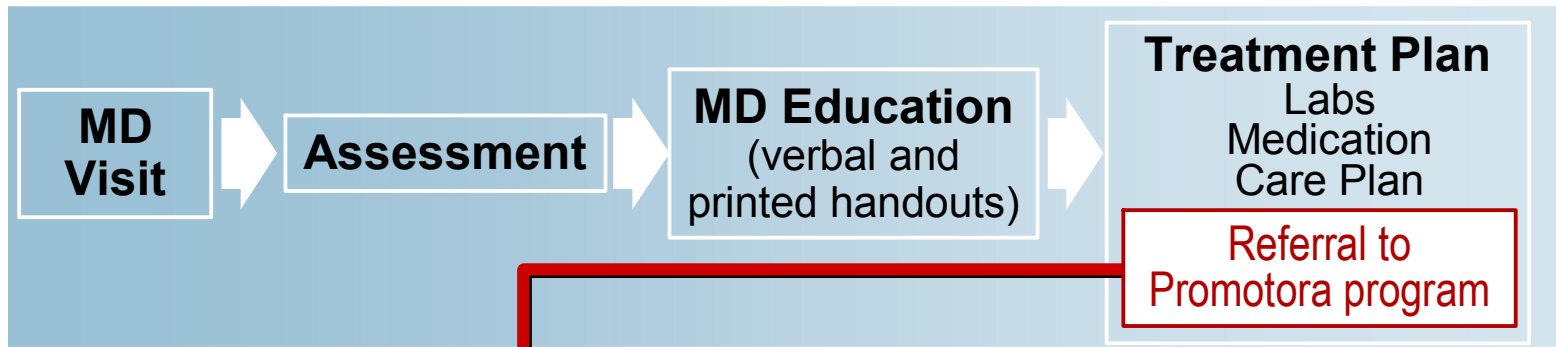
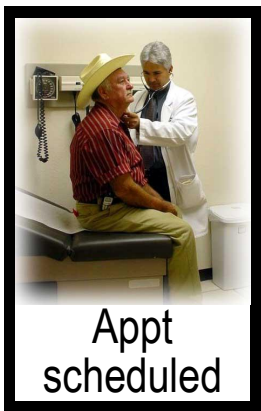
➤ Patient

# Usual Care





# Care that Includes Promotoras



**Group classes and individual support**

*Extensive Education*

- Using glucometer
- Education on medication use
- How to check feet
- How to identify complications
- Support for lifestyle changes
- Mental health screening

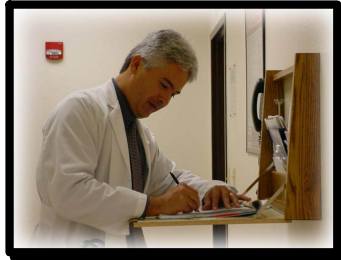
**MD Follow up 1 month:**  
 Review labs & initial treatment plan

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 MD services

Health advocate / additional clinic services and referrals identified

Implement clinical protocols



## To Patients

More time received on education

Improved health outcomes

Individualized care

Greater adherence

Improved access to care

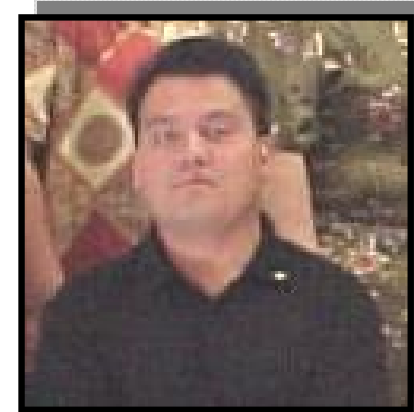
Specific needs met by appropriate referrals

Improved quality of care

# Success Story

## Profile

- Emilio
- Hispanic
- 30 years of age
- Patient since 2003
- Married



## Medical History

- Diabetes Type 2
- Hypertension

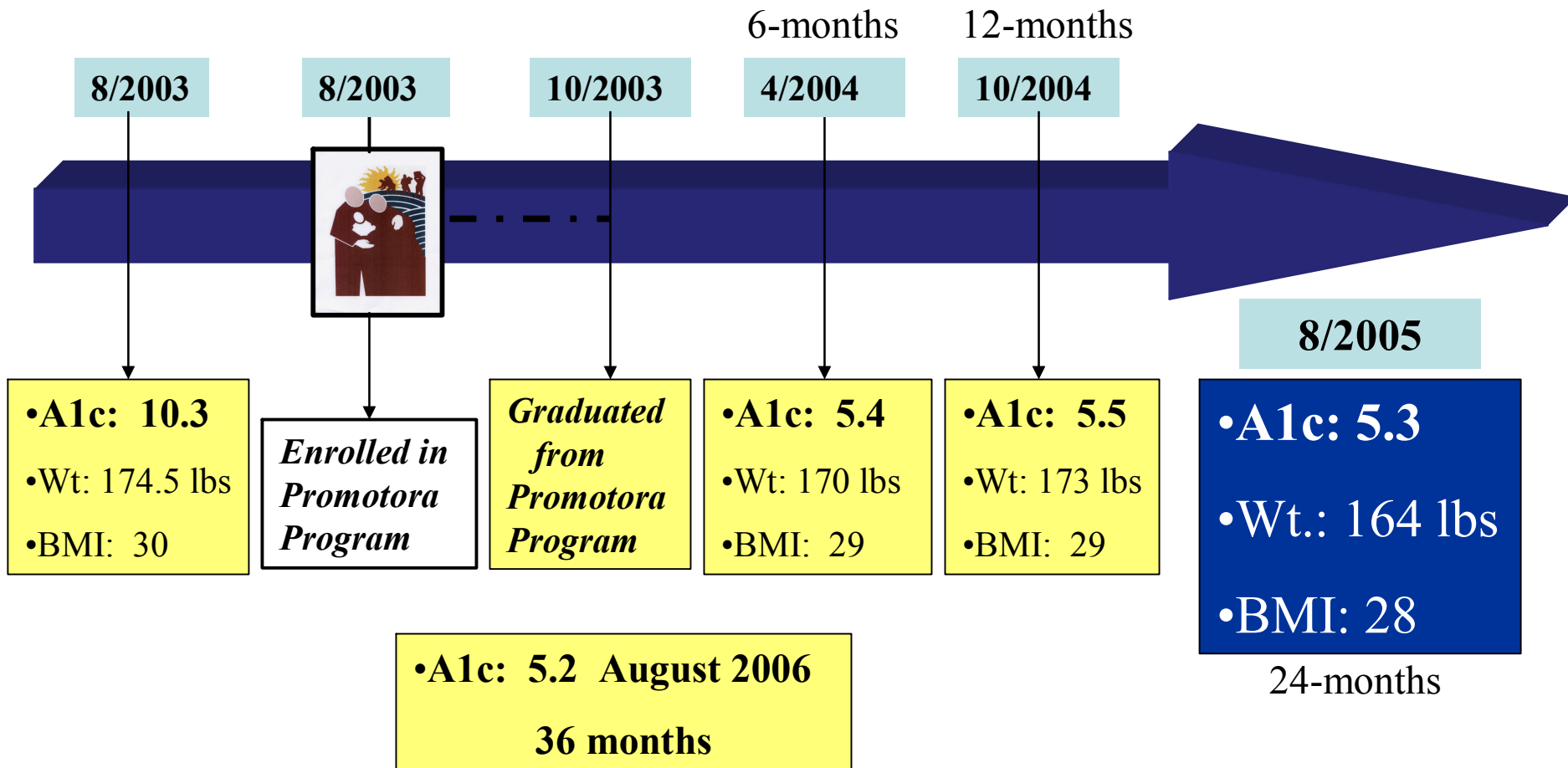
## Medications

- Glyburide 1.25 mg
- Enalapril 2.5 mg

## Medications (24-months)

- Glyburide 1.25mg (1/2 tablet daily)
- Enalapril 2.5mg (1/2 tablet daily)

# Success Story-Progress



# Comprehensive System of Care for Patients with Diabetes



## Accomplishments

- **Integration of the Promotora Component into the Medical Practice;**
- **Improve the Health Status of the 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** (Diabetes Related)
- **Glaucoma Screening**

**Services for  
Patients with Diabetes.**