



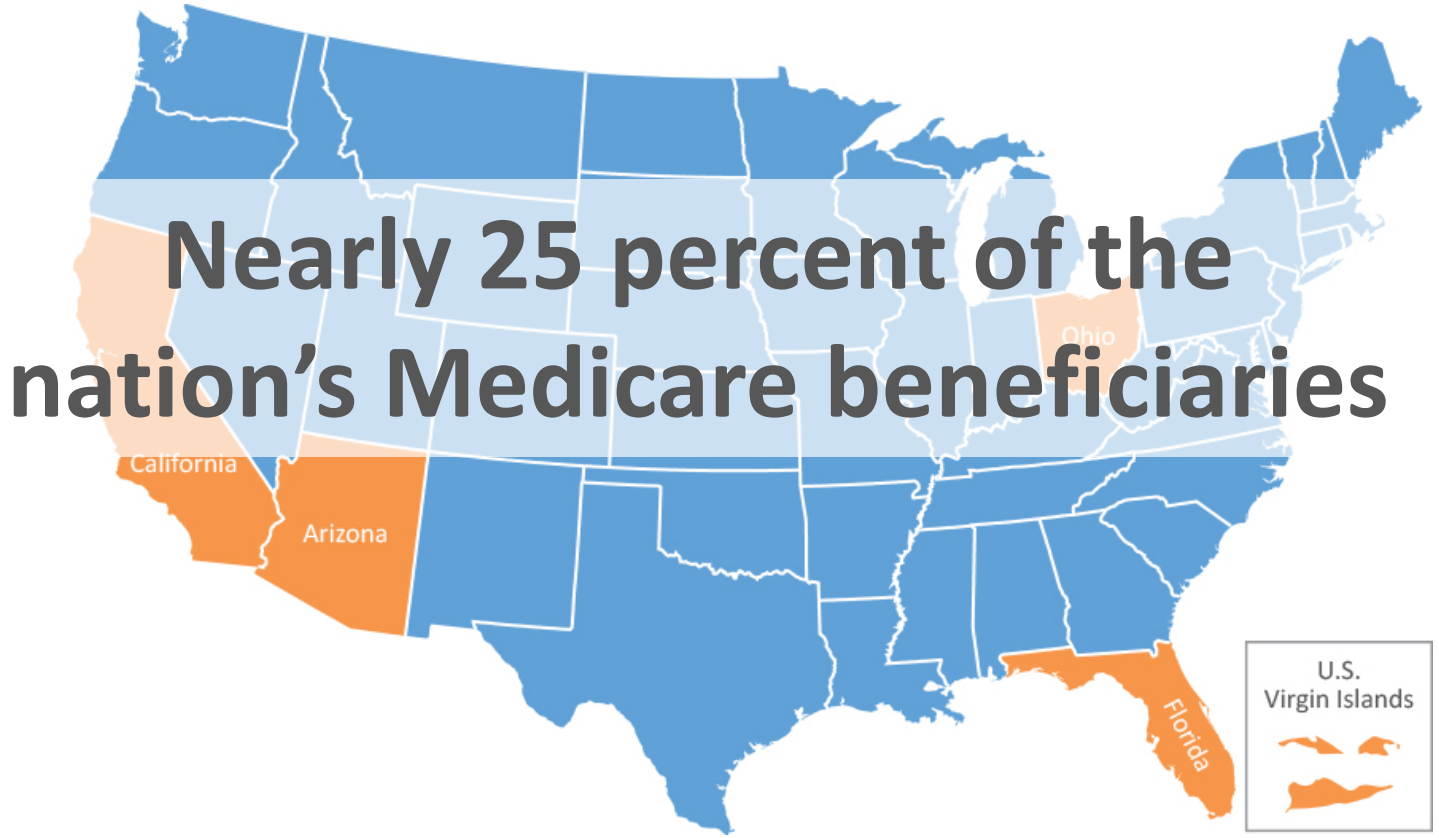

Everyone with Diabetes Counts: Diabetes Self-Management Education

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Health Services Advisory Group (HSAG)
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HSAG: Your Partner in Healthcare Quality

- HSAG is the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for California, Arizona, Florida, Ohio, and the U.S. Virgin Islands.
- QIN-QIOs in every state and territory are united in a network administered by the Centers for Medicare & Medicaid Services (CMS).
- The QIN-QIO program is the largest federal program dedicated to improving health quality at the community level.

HSAG's QIN-QIO Responsibility



HSAG is the Medicare QIN-QIO for Arizona, California, Florida, Ohio, and the U.S. Virgin Islands.

QIO Task Areas

Improve Coordination of Care

Improve Medication Safety

Improve Nursing Home Quality

Reduce Hospital Infections

Improve Health Through Health Information Technology

Improve Cardiac Health

Prevent and Manage Diabetes



Patient is at the center of care.

Everyone with Diabetes Counts (EDC)

- Increase adoption and implementation of diabetes self-management education (DSME)
  - Diabetes Self-Management Program, Stanford University
  - Project Dulce, Scripps Health Whittier Diabetes Institute
  - **Diabetes Empowerment Education Program™ (DEEP™), University of Illinois at Chicago (UIC)**
- Train organizations statewide to offer DSME
- Provide assistance to organizations offering DSME
- Impact more than 7,000 Medicare beneficiaries with diabetes or pre-diabetes

Goals and Target Population

Goals:

- Reduce diabetes care disparities
- Prevent and/or reduce adverse health outcomes related to diabetes
- Reduce risk factors associated with diabetes
- Increase self-management skills
- Facilitate short- and long-term behavioral change

Target Audience:

- Individuals living with or at risk of diabetes
- Includes low-health literacy and low-literacy individuals

Disparities Exist in Diabetes Care

- African Americans
- Hispanics/Latinos
- American Indians/Native Americans/Alaska Natives
- Asians/Pacific Islanders
- People living in rural areas



DEEP

Program Description

- Developed by University of Illinois at Chicago (UIC)
- Evidence-based program
- Six weekly workshops
- Each class is two hours long
- Taught by one certified DEEP Peer Educator
- Can be delivered in any language
- Interactive, hands-on, group learning activities, and games, including visual aids and demonstrations

DEEP Modules

- Diabetes risk factors and complications
- Nutrition
- Physical activity
- Use of the glucose meter
- Medications
- Building partnerships with diabetes healthcare team
- Psychosocial effects of illness
- Problem-solving strategies
- How to access community diabetes resources

Why DEEP Works



- Incorporates adult education, empowerment principles, and participatory techniques
- Speeds changes in knowledge and behavioral and clinical indicators
- Meets the needs of participants in real time
- Connects the dots in easy-to-understand language







"Tell me and I forget,
teach me and I may remember,
involve me and I learn."

-Benjamin Franklin

Interactive Demonstrations



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Understanding a Food Label



Visualizing Fats and Carbohydrates

Ingredient	Cheeseburger	Cola Soda	Fries
Total Fat	24 g = 6 teaspoons	0 g	29 g = 7 teaspoons
Total Sodium	897 mg = .16 teaspoons	15 mg = negligible	328 mg = .06 teaspoons
Total Carbs	39 g = 8 teaspoons	35 g = 7 teaspoons	63 g = 13 teaspoons



Total Fat, Salt, and Carbs

13 teaspoons of lard

½ teaspoon of sodium

28 teaspoons of sugar



Program Delivery Method

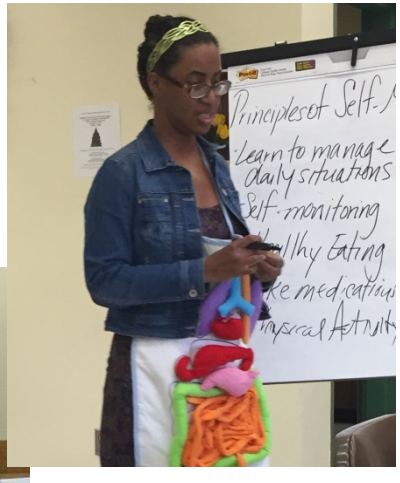
- Certified peer educator/ workshop leader
- **Only one leader required to lead workshop**
- Allows for make-up sessions





Training Requirements







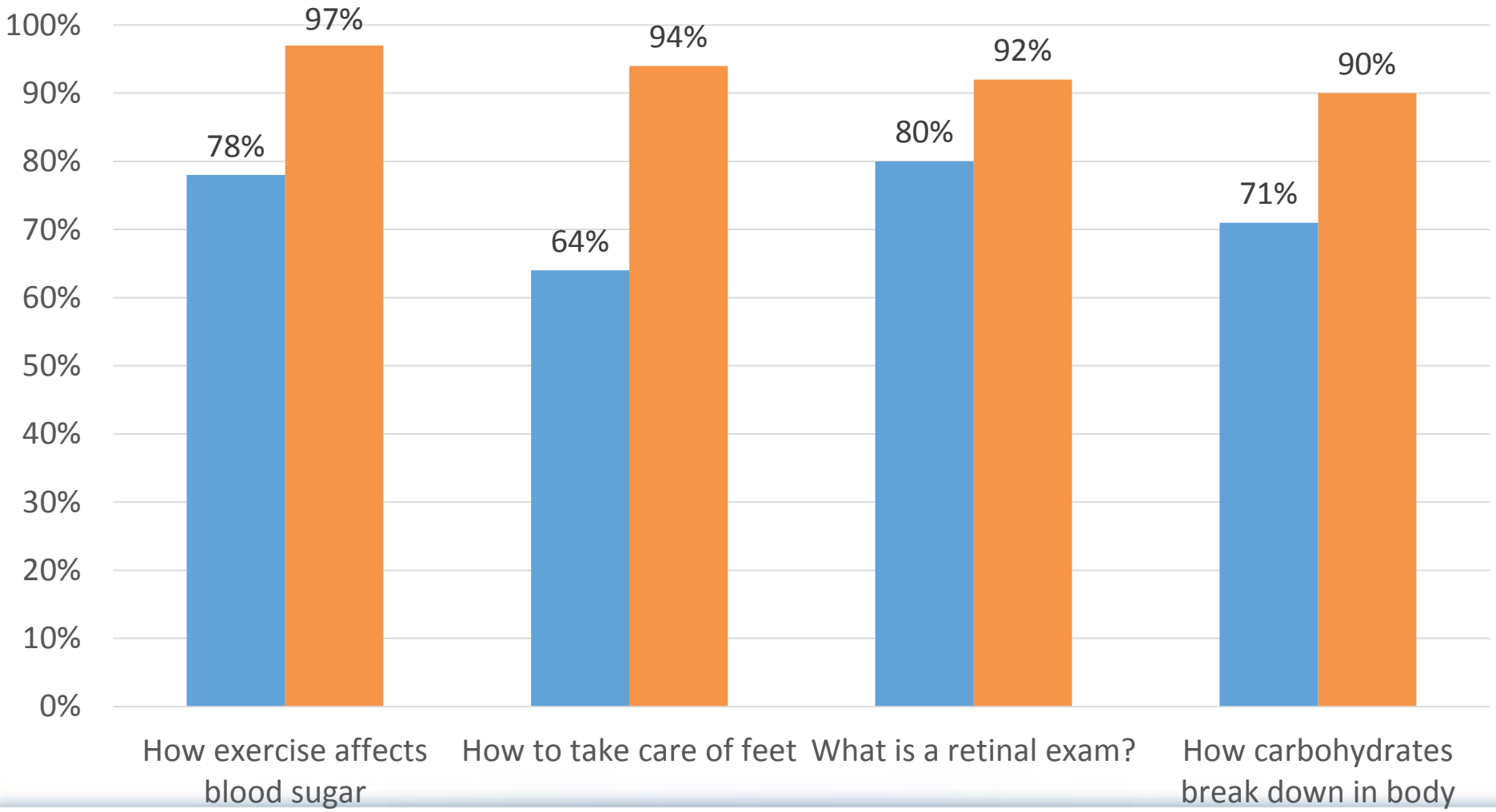
- Attend a three-day, train-the-trainer workshop, and receive certification to facilitate DEEP workshops as a peer educator.
- Peer educator training is taught by lead trainers.
- Lead trainer training is taught by senior trainers.
- No-cost training offered.

Pre- and Post-Patient Activation Survey (Pre- and Post-PAS)

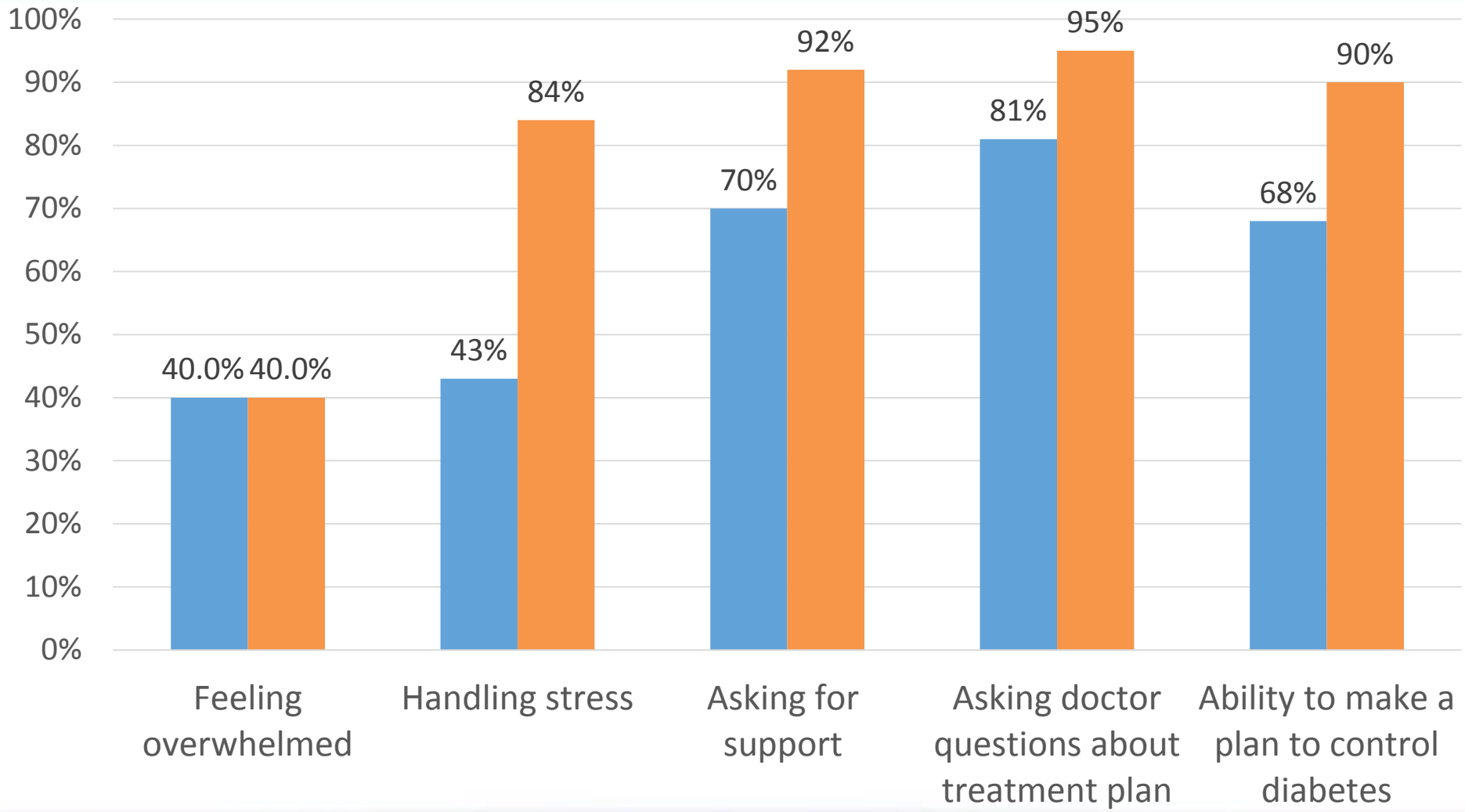
- 14 total questions
  - 4 questions: Diabetes knowledge
  - 5 questions: Coping with diabetes
  - 5 questions: Self-care methods

- Administered during first week and then again at sixth week

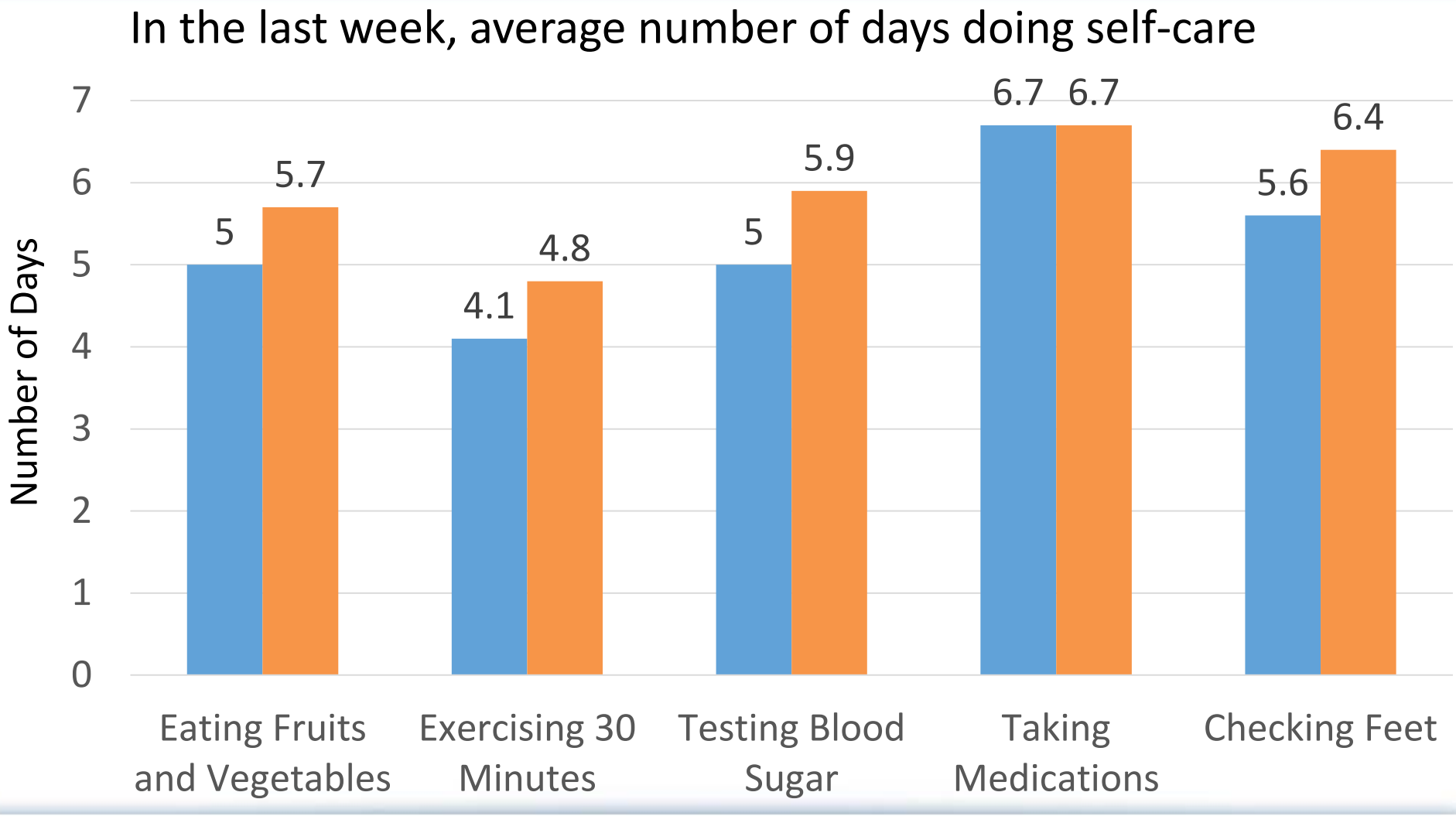
Diabetes Knowledge



Coping with Diabetes



Self-Care Measures



DEEP Retention Rate in California: 79 Percent



Program Costs

- Organizational License: $600/five-year license
- Peer Educator Certification: $100/three-year certification
- Training Cost (for UIC):
  - Peer educator training fee: $800 per person
  - Off-site training fee: $10,500, plus travel expenses
- Training Cost (for HSAG): None
- Participant Cost: None

Program Costs (cont.)

HSAG will provide:

- Leader training at no charge.
- Materials for conducting workshops.
- Licensing and certification fees.
- $200 for every DEEP workshop that graduates 1–5 participants that meet contract requirements. An additional $40 will be provided for each qualified participant in excess of 5 participants.
  - Medicare beneficiary (65+) ***and***
  - Has diabetes or pre-diabetes ***and***
  - Completes five of six classes





Thank you!

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