

This product was developed by the Advancing Diabetes Self Management Project at La Clínica de La Raza, Inc. in Oakland, CA. Support for this product was provided by a grant from the Robert Wood Johnson Foundation® in Princeton, New Jersey.

Health Promoters use stages of change to improve diabetes in urban Mexican-Americans

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Joan Thompson, PhD,
MPH, RD, CDE

La Clínica de la Raza

Oakland, CA

Results of the intervention group



Outcome Measure	Before Enrollment (n = 266)	After Enrollment (n = 259)
A1c	9.6	8.4
LDL-cholesterol	109	100
Blood Pressure	127/73	127/72
BMI	32.2	33.7

Comparison of intervention and usual care group



Process Measures	Intervention (n= 293)	Usual Care (n = 1065)
Dilated eye exam	52%	29%
Dental Exam	40%	22%
Cholesterol exam	75%	53%
Monofilament exam	39%	20%

Targets for self management behavior and preliminary results



These results are based on the health behavior assessment form, not stages of change results.

Patients following meal plan at least 5 d/wk	42%
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Patients with 150 min exercise in 5 d/wk	18%
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Patients taking medications 90% of the time	85%
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Self efficacy and social support



	First	Latest
Average self efficacy score (based on scale of 0-10)	7.2	8.0
Social support (based on total possible score of 45)	26	50

Selected Promoter Activities



- ◆ Patient enrollment
 - Patients with A1c>8.5 or
 - Patients with inadequate social support
- ◆ Counseling
 - Weekly for first 6 months
 - Monthly thereafter
- ◆ Quarterly assessment
 - Self efficacy
 - Stages of change
 - Self management health behaviors (following meal plan, monitoring of blood sugar, taking medications, exercise)

Stages of Change: Self monitoring of blood sugar



	Initial (n= 171)	Latest (n=168)
Pre-contemplation/ contemplation	32%	8%
Preparation	29%	19%
Action/Maintenance	40%	72%

These results are based on the physician or health educator's recommendation as the target.

Stages of Change: Following a meal plan:



	Initial (n= 171)	Latest (n= 162)
Pre-Contemplation/ Contemplation	42%	4%
Preparation	31%	22%
Action/Maintenance	27%	73%

These results are based on the patients' chosen meal plan.

Stages of Change: Medications



	Initial (N= 166)	Latest (N=164)
Pre-contemplation/ Contemplation	15%	3%
Preparation	13%	7%
Action/Maintenance	72%	90%

These results are based on the standard of taking medications all the time.

Stages of Change: Exercise



	Initial (n=157)	Latest (n=166)
Pre-contemplation/ Contemplation	22%	5%
Preparation	29%	19%
Action/Maintenance	38%	76%

These results are based on the patient's own exercise goal.

La Clinica de la Raza - Profile



Serves over 40,000 patients a year

- ◆ 84% Latino, 8% Asian, 6% African American
- ◆ 85% < 200% federal poverty level

Insurance coverage

- ◆ 50% no insurance
- ◆ 40% Medicaid or Medicare
- ◆ 10% private insurance

Characteristics of target population

- ◆ Spanish speaking, low literacy
- ◆ Inadequate social support
- ◆ A1c > 8.5

Program Objectives of Demonstration Project



- ◆ Overall goal
Assess the effectiveness of the Advanced Diabetes Self Management Program

- ◆ Components of the intervention
 - Use of the trans-theoretical model to stage patients and offer stage specific counseling interventions
 - Train peer educators (promoters) to counsel and support patients in self care
 - Train providers to use the promoters to improve clinical outcomes

Promoters' roles (1)



- ◆ **Serve as liaison between patients and providers**
 - Contact provider directly when important patient need arises
 - Participate in quarterly case conferences
- ◆ **Provide self care information**
 - Teach diabetes classes
 - Provide one on one counseling by phone or face to face
- ◆ **Contribute to continuity and coordination of care**
 - Follow-up with patients after the provider visit
 - Encourage patients to keep their A1c test current
 - Help patients with goal setting and action planning

Promoters' Roles (2)



- ◆ Assist in attending appointments and adherence to medications
 - Encourage patients to take medications
 - Help patient to identify barriers and problem solve
 - Accompany patients to appointments
 - Clarify patient's medication list
- ◆ Facilitate community participation in health care system
 - Table at the Farmers Market
 - Participate in the La Clinica and other health fairs
- ◆ Promote consumer advocacy and protection
 - Organize regarding immigration issues
 - Educate on pre-diabetes at health fairs

Promoters' Roles (3)



- ◆ Provide on-going follow-up and support
 - Do appointment reminders
 - Lead walking club
 - Lead relaxation group
 - Facilitate support group
 - Assist in depression group
 - Counsel patients according to their stage of readiness

- ◆ Maintain records on all patient contacts

- ◆ Assess patients on self efficacy, stages of change, social support, and self management behaviors

- ◆ Data entry

Definition of Stages of Change



- ◆ **Pre-contemplation – I can't or I won't**
(The patient is not yet considering change or is unwilling or unable to change).
- ◆ **Contemplation - Maybe I will**
(The patient acknowledges concerns and is considering the possibility of change but is ambivalent and uncertain)
- ◆ **Preparation – I will**
(The patient is committed to the change and is planning to make the change in the near future, but is considering what to do).
- ◆ **Action – I am doing**
(The patient is actively taking steps to change but has not yet reached a stable state)
- ◆ **Maintenance – I have been doing**
(The patient has achieved initial goals, and it is now a habit)



Pre-contemplation: Strategies for intervention

- ◆ Express concern
- ◆ Raise doubts about patient behavior
- ◆ Normalize behavior
- ◆ Provide information

Contemplation: Strategies for intervention



- ◆ Normalize ambivalence
- ◆ Consider the “cons”
- ◆ Consider the “pros”
- ◆ Self re-evaluation
- ◆ Examine options

Preparation: Strategies for intervention



- ◆ Clarify the patient's own goals and strategies for change
- ◆ Anticipate problems before they occur
- ◆ Lower barriers to change
- ◆ Help the client to enlist social support

Action: Strategies for intervention



- ◆ Acknowledge difficulties in the early stages of change
- ◆ Engage the patient in treatment
- ◆ Identify high risk situations
- ◆ Assess strengths and social support

Maintenance: Strategies for Intervention



- ◆ Affirm commitment
- ◆ Affirm patient resolve and self efficacy
- ◆ Incorporate positive rewards
- ◆ Review long term goals

Lessons to be shared



- ◆ Staging patients on a specific behavior provides an effective way to assess movement through the stages.
- ◆ On-going promoter training in staging patients is needed for achieving consistency in the way it is used.
- ◆ Use of the psychological processes for facilitating change is situation-based, requires repeated training, and is inconsistently applied.
- ◆ Program participants experienced improved values for other process measures that were not part of the intervention.
- ◆ Staging of patients needs to be based on a well-defined endpoint and not the patient's own goal, which changes each time a small step is achieved.

Challenges



- ◆ The extensive documentation required for the study is difficult for promoters with limited literacy skills.
- ◆ Results are hard to interpret over time when staging is based on a patient goal, rather than a specific program target .
- ◆ Many patients spend several months a year out of the country. This makes periodic contact difficult for some.
- ◆ Patients, many of them undocumented, have competing issues they are dealing with, besides their diabetes. This makes participation in activities difficult.

What is your stage of readiness?



- ◆ **Pre-contemplation?** Are you perfectly happy with the behavior changes your patients are making with your current counseling style?
- ◆ **Contemplation?** Have you thought about talking to someone you know who can tell you the benefits of using the trans-theoretical method?
- ◆ **Preparation?** If you are ready to use this method, go to Lumetra.com to download the Guide to Stages of Change Intervention, plus other relevant resources (available June).
- ◆ **Action?** Acknowledge the challenges of changing the way you interact with patients. What have you learned about yourself?
- ◆ **Maintenance?** Note how the rapport you have with your patients has improved and your patients' self management has improved too.

jthompson@laclinica.org

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