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.
A Model for Patient Engagement in Self-Management

Presented by Dawn Heffernan RN, MS
Diabetes Program Manager, Holyoke Health Center
Funded by the Robert Wood Johnson Foundation
Engagement in Self-Management Requires Multiple Levels of Support

- Organizational
  - Senior management

- Providers and Support Staff
  - Diabetes Health Disparities Team,
  - Self-management team
  - Clinical staff,
  - Education and support services staff

- Patient
  - Patient support for programs
Key Strategies for Patient Engagement in Self-Management

- Knowing your population
  - One of the highest diabetes mortality rates in the state
  - Nearly 100% of our patients live 100-200% below Fed. Poverty Level
  - Many suffer from substance abuse and mental health problems
  - Majority of patients are monolingual Spanish speaking
  - Low literacy rates

- Importance of Focus Groups
  - Learning from patients, clinicians and support staff
Multiple Interventions provides ample opportunity for engagement

- 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
Objectives for Engagement

- Positively impact patients lifestyle behaviors
- Improve patients self efficacy
- Increase patients skills and knowledge related to self care behaviors
Key Strategies for Patient Engagement in Self-Management

- Health Literacy
- Self Efficacy
- Goal Setting
- Problem Solving
- Monitoring and Follow up
- Incentives
- Address barriers
- Family member involvement
- Opportunities to be involved match patient needs and comfort zone
- Hands on Learning Opportunities
Key Strategies for Patient Engagement in Self-Management

- Culturally & Linguistically Appropriate Interventions
- Staff education
  - Committed, dedicated, open minded
  - Ability to implement behavior change techniques into patient interactions
  - Recognize when you have an opportunity
  - Ongoing self and program evaluation
  - Supervision
- Power of the relationship
<table>
<thead>
<tr>
<th>Year</th>
<th>01/01/02-01/01/03</th>
<th>01/01/03-01/1/04</th>
<th>01/26/04-01/26/05</th>
<th>01/26/05-1/26/06</th>
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</thead>
<tbody>
<tr>
<td>Number of Patients</td>
<td>499</td>
<td>675</td>
<td>873</td>
<td>1061</td>
</tr>
<tr>
<td>Average HA1c</td>
<td>8.40%</td>
<td>8.10%</td>
<td>7.70%</td>
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Listen to the Heart Beat of the Patients and the Programs

- Seizing the Moment
- Lead Community Health Workers
- Community Health Workers
- Community Mentor
- Volunteers
Important Lessons