

The Journey of Health Education During COVID-19 Pandemic: Prevent T2

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Program Manager

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Gateway Community Health Center, Inc.

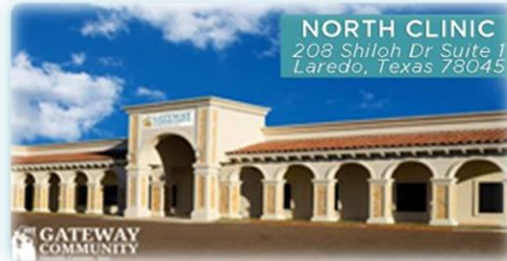


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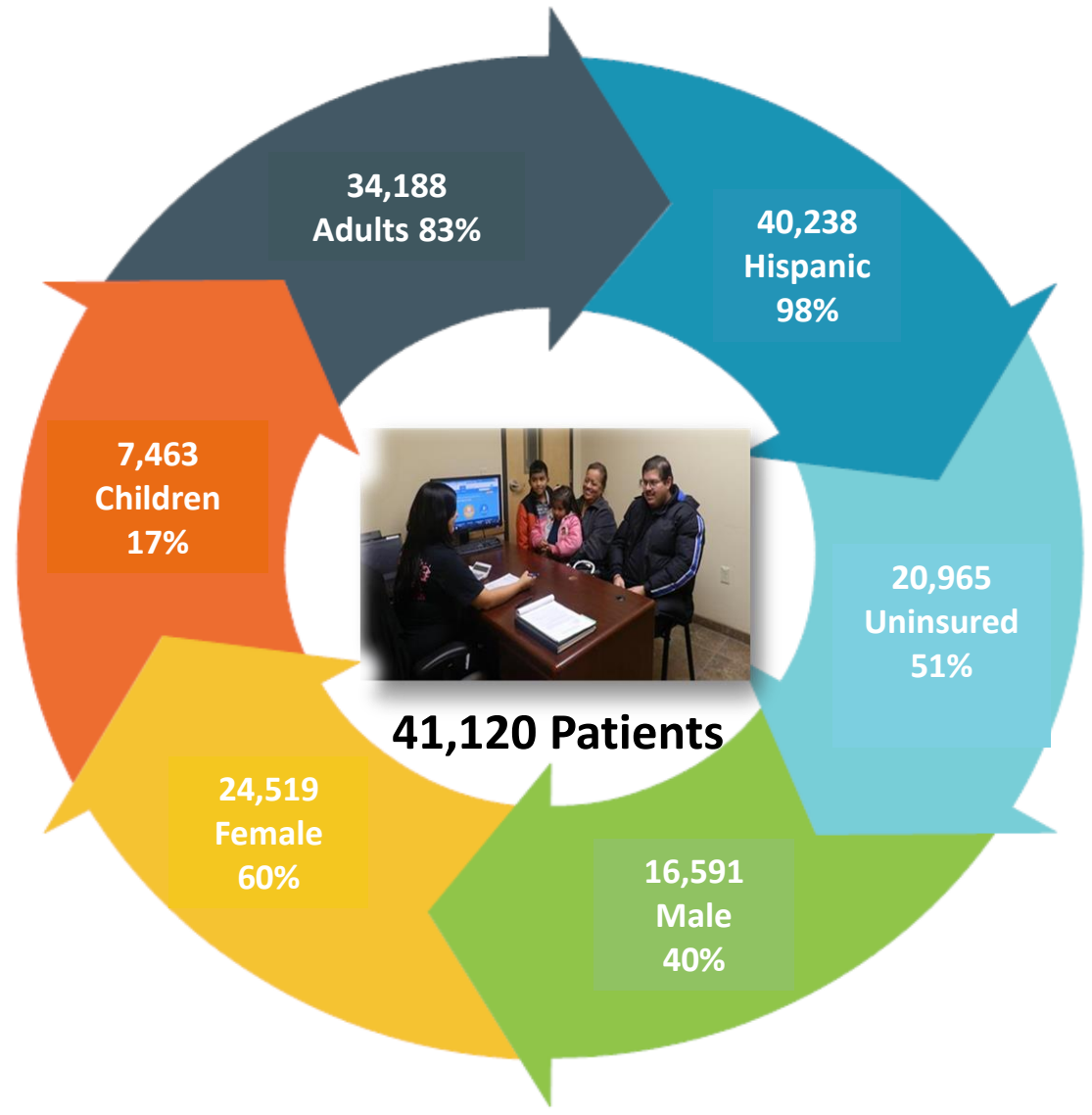
Gateway Community Health Center, Inc.

Federal Qualified Health Center

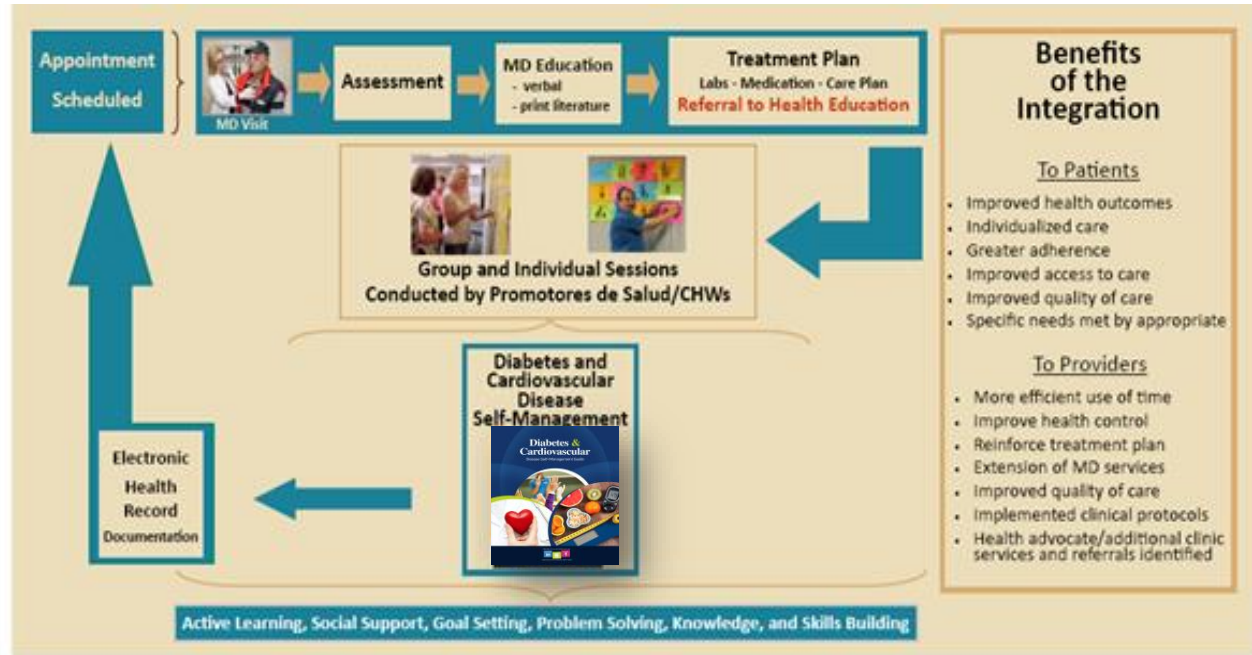
Six Locations in three counties: Webb, Zapata and Jim Hogg.



Gateway Community Health Center, Inc.



Diabetes Diagnosis (2021): 7,259 Patients



Diabetes Management Goal:

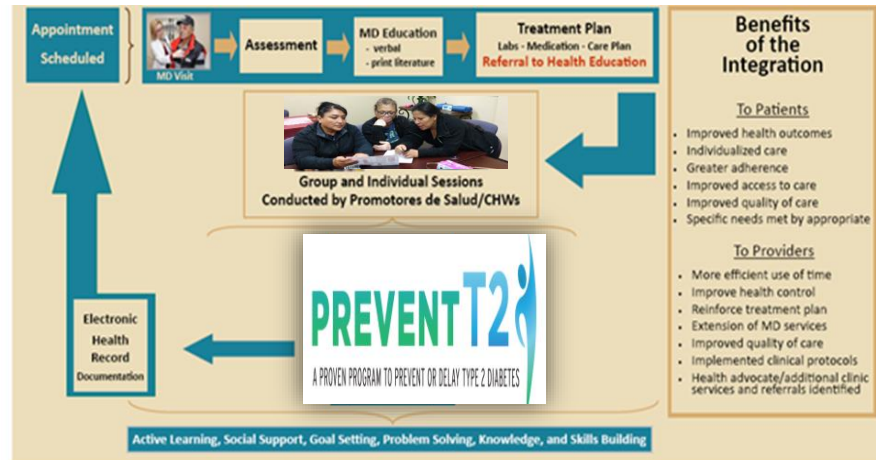
Ensure that the proportion of adult patients with diabetes with an HbA1c value greater than 9%, is at or below 34%.

2017	2018	2019	2020
N=937 - 30%	N=1,014 - 30%	N=995 - 26%	N=1,015 - 26%

Diabetes Prevention

Prediabetes Diagnosis (2021): **2,596 Patients**

Intervention Model



Prevention Team: 2 Experienced Lifestyle Coaches
2 Experienced Health Educators
2 Lifestyle Change Program Champions

Champions of Gateway's DPP Lifestyle Change Program



Elmo López, Jr., MBA, CHW
Chief Executive Officer



Mery J. Cortes-Bergoderi, MD
Chief Medical Officer

Prevent T2 & COVID-19 Intervention Responses



Patient's challenges

- Quarantine restrictions;
- Limited technology access ;
- Lack of technology knowledge;
- Emotional distress.

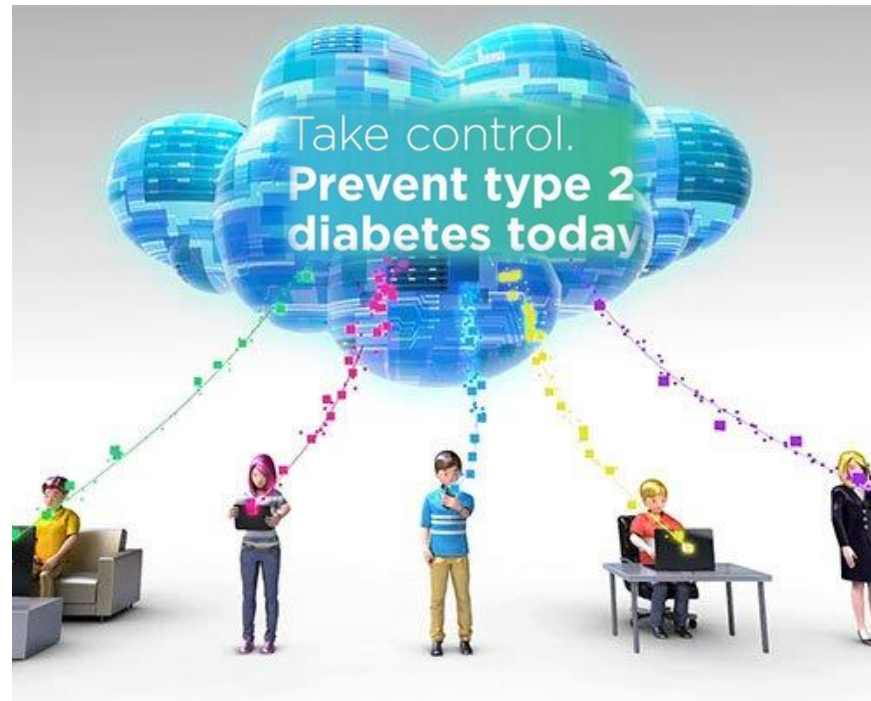
Program interventions

- Reinforcement of communication with patients;
- Prioritization of patients' needs (meeting patients where they are);
- Opportunities for education, guidance and support;
- Being flexible.

Prevent T2 Engagement

- Increase access by offering Prevent T2 Program at different hours (morning and evening).
- Effective recruitment strategies are key: program promotion within healthcare providers, individualized phone communication, follow-up calls, in person contact, etc.
- Include interactive activities during the sessions: invite a guest speaker; integrate a physical activity section; include demonstrations; utilize visual aides; and provide participants with the time to ask questions, make suggestions and to interact among themselves to create an atmosphere of mutual support and coherence.
- Establish a relationship with participants that make them feel comfortable reaching out Lifestyle Coaches when needed.
- Monitor patients' progress and attendance to offer support in goal achievement.

Prevent T2 Communication Engagement



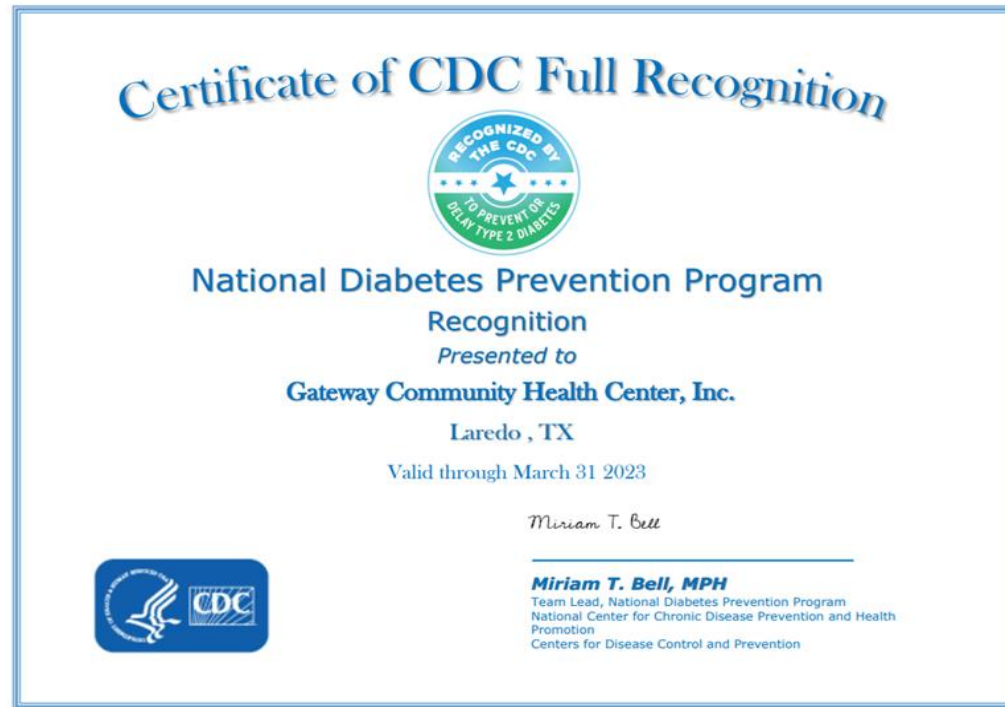
1. Individual Phone Calls
2. Conference Calls
3. WhatsApp Web
4. ZOOM meetings

Program Goals



- Deliver DPP-Prevent T2 to 6 cohorts
- Certify a minimum of two more Lifestyle Coaches
- Maintain CDC Full Recognition
- Sustain Prevent T2 Program by obtaining Medicare Supplier license.

Program Accomplishments



- Implementation of Prevent T2 Program
- ADCES Support and technical assistance-THANK YOU!
- Cohort 1 – Completion
- Cohorts 2 to 6 – In progress
- Patients health improvement (weight loss)

*Thank
you*

