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

Elvia Granados, MS, Lifestyle Coach
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.

- 41,120 Patients
  - 34,188 Adults 83%
  - 40,238 Hispanic 98%
  - 20,965 Uninsured 51%
  - 7,463 Children 17%
  - 24,519 Female 60%
  - 16,591 Male 40%
Diabetes Management Goal:
Ensure that the proportion of adult patients with diabetes with an HbA1c value greater than 9%, is at or below 34%.

<table>
<thead>
<tr>
<th>Year</th>
<th>Proportion</th>
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<tbody>
<tr>
<td>2017</td>
<td>N=937 - 30%</td>
</tr>
<tr>
<td>2018</td>
<td>N=1,014 - 30%</td>
</tr>
<tr>
<td>2019</td>
<td>N=995 - 26%</td>
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<tr>
<td>2020</td>
<td>N=1,015 - 26%</td>
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Diabetes Diagnosis (2021): 7,259 Patients
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 guess 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