

April 29, 2020

[NCFH COVID-19 Webinar Series: Resource Sharing and Discussions from the Front Line: Topic #4: Effective Diabetes Prevention and Management during Emergency Situations]

The focus of this webinar was on Effective Diabetes Prevention and Management during Emergency Situations. Health Center (HC) staff that attended the webinar provided information about how their health centers have been impacted by the current COVID-19 pandemic and how they have adapted their diabetes prevention and self-management programs, particularly the National Diabetes Prevention Program. The following summary includes peer exchange on the impact of COVID-19 and ways to manage this impact; adaptations to service delivery; strategies to stay connected with and support program participants; and resources provided by presenters. For further assistance, please contact us at the Call for Health program at: 1-800-377-9968.

Peer Exchange on the Impact of COVID-19 and ways to manage Impact:

- **No direct face-to-face contact with patients.**
 - Develop plan to adapt service delivery and continue engaging patients.
 - Transition to video calls using virtual platforms like “What’s App,” Zoom, smart phones, etc.
 - Mail out session information, healthy recipes, and physical activities.
- **Health Centers have paused program sessions.**
 - Take time to evaluate patient needs and resources available for continued access through technology.
 - Evaluate health center resources in assessing staff roles and funds to provide assistance with social determinants of health including limited finances, lack of work, lack of transportation, lack of access to technology or inability to navigate it, lack of childcare, lack of school education, food insecurity, etc.
 - Assess impact of COVID-19 impact in your community (patient weight gain, patient exercise time, coping mechanisms, ways of managing stress/fears, etc.)

Adaptations for Service Delivery:

- **Transition to Telehealth Outreach:** [Telehealth Guidance and Resources to Extend your Reach](#)
- **Transition to Virtual sessions or some method of distance learning.**
 - Explain/Remind health center leadership of the importance and purpose of diabetes programs.
 - Reallocate funds for Zoom and conference call expenses.
 - Become familiar with virtual platform and provide instructions for patients. Hold an orientation session for patients and/or email/mail hard copy step by step directions.

Strategies to stay connected with and support program participants:

- **Continue communicating with patients through other means.**
 - Telehealth calls, individual or group texts, individual or group emails, groups on social media like Facebook, groups on apps like WhatsApp

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- Send supportive messages regularly, either weekly or biweekly, and include tips for staying on track, coping with challenges, getting back on track with lifestyle change, motivational quotes
- Share healthy recipes and exercises they can do at home
- **Maintain Patient Engagement Through Virtual sessions**
 - Use open ended questions.
 - Encourage patients to share personal experiences.
 - Provide options for continued physical activity at home through workout videos or exercising outside while practicing social distancing.
 - Continue to keep patients accountable. Remind them of their goals and options for healthier food options.

Resources Provided by Presenters:

- [YMCA Fitness videos](#)
- [Mental Health: Coping with COVID-19 \(Spanish\)](#)
- [4-7-8 Breathing Technique](#)
- [Sea Mar Community Health Center COVID-19 Web page](#)
- [Columbia Basin Health Association COVID-19 Web page](#)
- [ADCES COVID-19 Web page](#)
- National Training and Technical Assistance Partners:
 - [Farmworker Justice](#)
 - [MHP Salud](#)
 - [Migrant Clinicians Network](#)
 - [National Association of Community Health Centers](#)
 - [Health Outreach Partners](#)
- NCFH:
 - [COVID-19 Web page](#)
 - [Diabetes Resource Hub](#)
 - [Ag Worker Access Campaign](#)
 - [Patient Education Materials](#)
 - [Health Center Tool box](#)
 - [Digital Stories](#)
 - [Archived Webinars](#)
 - Masks For Farmworkers Initiative
 - To request FREE masks, contact us at info@ncfh.org or through the Call for Health line at 1-800-377-9968.
 - Please provide the following information:
 1. Organization Name
 2. Contact info/address

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3. Phone #
 4. How many medical (premium-filtered) masks needed?
 5. How many masks needed for Farmworkers?
- Call For Health Program
 - A nationwide, toll free health and information referral service, 1-800-377-9968, whose purpose is to increase access to health care services for agricultural workers and their families. A bilingual **CFH Information Specialist** can connect farmworker families to the closest MHC/CHC or offer alternative sources of care if no HC is available (free clinic, health department, or private doctors). They can also assist organizations in identifying local and national resources.
 - The hours are 9:00 am to 4:00 pm CST, with an after-hours bilingual voice mail option. Messages will be returned within 24 hours.