

# LESSONS FROM THE FIELD

## TANDEM HEALTH

### Sumter, South Carolina

#### Systematic Screening and Assessment of Diabetes Intervention Programs

## TANDEM HEALTH DIABETES SELF-MANAGEMENT EDUCATION AND SUPPORT PROGRAM

Tandem Health, a Federally Qualified Health Center (FQHC) in operation since 2003, provides health care in areas of behavioral health, women's health, pediatrics, all-adult care, and dental care. The addition of the diabetes treatment program was initiated by a dietitian from South Carolina's Department of Health and Environmental Control, with the support of the chief program officer, to address gaps in the center's diabetes treatment process. The center offers Diabetes Self-Management Education and Support (DSMES) to participants aged 45 to 64 years with type 2 diabetes. The target population served includes African Americans, migrants, and multicultural Spanish-speaking populations.

### WHAT IS THE SYSTEMATIC SCREENING AND ASSESSMENT (SSA) PROCESS?

SSA identifies innovative practice-based programs to help decide if a more rigorous evaluation would be valuable. The five key SSA steps function as a set of filters to identify highly promising programs that are ready for rigorous evaluation.

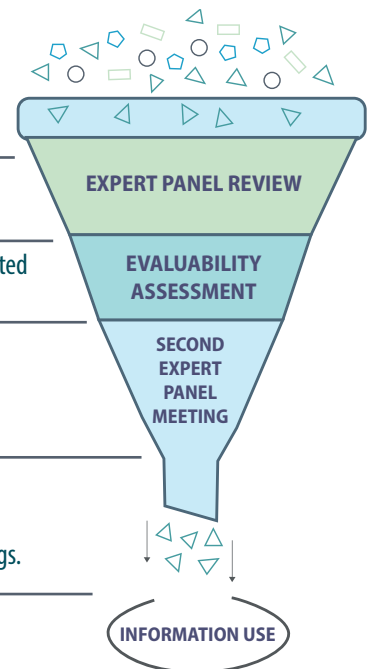
Scan public information about the National Diabetes Prevention Program (National DPP) and Diabetes Self-Management Education and Support (DSMES) programs using relevant criteria.

An expert panel identifies a subset of programs to consider using.

Conduct evaluability assessment that includes a site visit for four selected national DPP and four selected DSMES programs.

An expert panel reviews evaluability assessment results and makes recommendations on programs that are ready for rigorous evaluation.

Distribute results through briefs on lessons learned and present findings.



### EVALUABILITY ASSESSMENT CRITERIA

<b>Cultural Tailoring</b>	Identify intervention approaches that fit the cultural identity of the populations they serve.
<b>Innovative Strategies</b>	Assess interventions' use of strategies to identify, recruit, enroll, and retain participants.
<b>Evidence of Effectiveness</b>	Prove effectiveness in improving knowledge, behavioral, and clinical measures.
<b>Data System Capacity</b>	Assess the program's ability to collect and report baseline and follow-up data on program participants.
<b>Organizational Capacity</b>	Confirm that sponsoring organization and staff can participate fully in the assessment.
<b>Stakeholders and Partners</b>	Collect information on program partners, collaborators, and other stakeholders assisting in program implementation.

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## KEY ACTIVITIES

Tandem Health uses a variety of activities to engage program participants.



### Cultural Tailoring

- Provides program materials in English and Spanish.
- Uses blood glucose meters that offer English and Spanish audio.
- Offers Spanish-speaking translators.
- Uses innovative teaching approaches such as foot care displays and visual cues to show how different blood glucose levels thicken blood.
- Encourages participants to attend classes with companions for additional support.



### Recruitment and Enrollment

- Hosts Latina health fairs that educate the community about various health resources.
- Attends events in neighborhoods with large African American populations and distributes promotional and educational materials.
- Conducts local media outreach through newspaper, radio, and social media.



### Retention

- Teaches Cooking Matters classes to help participants make healthy food choices.
- Offers monthly support and educational meetings for participants.
- Encourages participants to complete the DSMES program to be eligible for other programs offered by Tandem Health.

## FOR MORE INFORMATION

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## PROGRAM ACCOMPLISHMENTS

- Since 2015, there have been 309 program participants, including 233 African Americans, 17 Latinos, and 59 Caucasians.
- Between February and April 2017 there was 111 new participants, 39 follow-up appointments, and 93 group class attendees.



- The average A1C decreased 1.66 points from March 1, 2016, through December 31, 2016.
- The average A1C decreased 1.56 points in the first quarter of 2017 from initial visit to follow-up.

## LESSONS LEARNED

For programs serving African American, migrant, or Latino populations, consider the following practices from Tandem Health:

- **Program effectiveness and sustainability.** Collect participant clinical data (i.e., A1C before and after) to track progress and show program impact for leadership buy-in and sustainability.
- **Cultural tailoring and engagement.** Program staff are deeply committed to the diverse community they serve, and provide a welcoming, family-oriented environment that encourages participants to bring a support person to regular and follow-up education sessions.
- **Data collection and evaluation capacity.** Tandem Health's electronic health record (EHR) system has the capacity for robust data collection. The EHR facilitates tracking, which drives improvements within the FQHC.
- **Strong partnerships.** The DSMES program uses an exhaustive list of partners that assist with filling existing gaps and improving the quality of care provided to the participants, including:
  - » An on-site pharmacy that provides medication to eligible participants at no cost.
  - » Health Cooking Matters course, provided by South Carolina's Department of Health and Environmental Control.
  - » The Walk with Ease program, offered through the Arthritis Foundation.
  - » Y-FIT programs provided through the local YMCA.
  - » Additional outreach programs to connect the migrant community with the FQHC.