

LESSONS FROM THE FIELD

EMBLEMHEALTH

New York, New York

Systematic Screening and Assessment of Diabetes Intervention Programs

EMBLEMHEALTH

EmblemHealth is a neighborhood health plan that serves New York City and the surrounding communities in all five city boroughs. EmblemHealth provides community-based type 2 diabetes prevention services through community resource centers, with support from health care providers that include social workers, pharmacists, and nurses. Since 2013, EmblemHealth has offered most of the National Diabetes Prevention Program (National DPP) lifestyle change program classes in community resource centers that are often co-located with a primary care clinic and run by the health insurer. These centers serve as a one-stop-shop for many people seeking health services. Two centers serve primarily African American and Hispanic/Latino participants.

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.

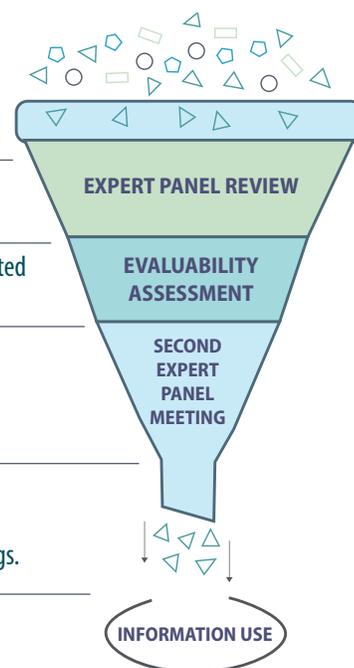
Scan public information about the National Diabetes Prevention Program (National DPP) and Diabetes Self-Management Education and Support (DSMES) programs using relevant criteria.

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

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

KEY ACTIVITIES

EmblemHealth uses a variety of activities to engage program participants.



Cultural Tailoring

- Ensures that lifestyle coaches listen to participants' concerns about their lives and their challenges and tries to meet them where they are.
- Works to match the cultural and demographic background of program instructors with the population of the classes when possible.
- Conducts research to offer culturally appropriate healthy cooking alternatives.



Recruitment and Enrollment

- Reviews participants' health records from the primary care clinic to determine program eligibility and sends a personalized letter and invitation to register for the program.
- Partners with the local government to offer work site classes for its employees.
- Offers additional classes to specific populations upon request from local health departments.
- Provides counseling for program participants through in-house care specialists.



Retention

- Emphasizes the importance of developing a sense of community and camaraderie among participants.
- Provides classes in neighborhood care centers that allow for close class proximity, familiarity, and comfort.
- Engages primary care clinicians as a key motivator for participants' continued involvement in the program.

PROGRAM ACCOMPLISHMENTS

- An estimated average 12-month weight loss of 5.4% was achieved between August 2016 and July 2017.
- All participants self-reported meeting the program's physical activity requirements.



LESSONS LEARNED

- **Sustainability and scalability.** The city government and state health department are important stakeholders with significant interests in the lifestyle change program. Both recognize the impact this program has on improving the health of the city's population, ensuring EmblemHealth will continue to receive support.
- **Cultural tailoring and engagement.** EmblemHealth's neighborhood care sites provide easily accessible classes. The program also attempts to provide lifestyle coaches who understand the languages and cultures of the participants they serve.
- **Data collection and evaluation capacity.** The parent health insurer uses a robust data collection and management system with the capacity to communicate electronically with other health insurers' data systems. The program has access to most participants' electronic health records and tracks participant data over time.

FOR MORE INFORMATION

Patricia Kidd Arlotta, MPH
EmblemHealth
55 Water Street
New York, NY 10041
PKidd@emblemhealth.com
646-447-5000