

# LESSONS FROM THE FIELD

## Telehealth in the National Diabetes Prevention Lifestyle Change Program

More than 1 in 3 adults in the United States is at risk for developing type 2 diabetes.<sup>1</sup> The National Diabetes Prevention Program (National DPP) provides a framework for type 2 diabetes prevention efforts that includes an evidence-based lifestyle change program (LCP). However, the program is underused because of a lack of access, despite its proven value and cost effectiveness.<sup>2</sup>

Telehealth holds promise for increasing access to and engaging individuals in National DPP LCP. Telehealth offers people access to affordable health care by using technology such as a computer or smart phone. Technologies used to deliver type 2 diabetes prevention in underserved areas include phones, smartphone apps, computers, texts, and videos. Each can be used, together with live interaction with a trained lifestyle coach, to deliver the National DPP LCP virtually.

Inspira Health achieved success using telehealth by streamlining processes to engage and connect participants and create partnerships to increase access to services.

### Delivery of the Program

#### PROGRAM OVERVIEW

Started in 2018	CDC Recognition
Distance Learning	Employer-Based Services

#### About Inspira Health

Inspira Health is a health improvement company that focuses on helping individuals with chronic conditions to make lifestyle changes. Inspira Health started delivering the National DPP LCP in 2018. The company partnered with a large health system in Illinois to offer the program to employees and their spouses and partners as an employee wellness benefit. The program is offered at health system sites across Illinois. Participants are predominantly female and, on average, 54 years of age.

#### Telehealth Technology Description

Inspira Health uses CDC's PreventT2 curriculum and Intrinsic Coaching, an asset-based approach used to build on positive qualities participants already possess to improve their health. Inspira Health's telehealth technology includes three main components:

- A videoconferencing platform that enables live education.
- A customer relationship management (CRM) platform that enables staff to manage internal program operations and engage participants in the program.
- Software integrations that automatically upload participant data and enable participants to schedule activities and meetings with their assigned lifestyle coaches.

#### Telehealth Program Structure

Participants in the program start with a distance learning introductory session, which helps to reinforce participant commitment and is used to collect baseline information. To provide the best distance learning experience, the program design includes the following:

- A live 30-minute group discussion.
- An interactive on-your-own skill-building sessions that the participant completes after each group session.
- A community, within the CRM platform, that encourages peer-to-peer support and engagement.



# LESSONS FROM THE FIELD: Inespera Health

## KEY IMPLEMENTATION COMPONENTS



### SPECIALIZED STAFFING

Inespera Health has a diverse team of operations and program staff overseeing program delivery that includes the following:

- A technology officer to implement telehealth technologies and adapt the participant CRM platform as needed.
- Two program coordinators to manage participant enrollment, communications, and coach activities.
- Seven coaches that work in teams to host live sessions and engage participants.
- Help desk staff to respond to participants' technology questions and conduct outreach via email, text, and phone.



### TAILORED CURRICULUM AND CONTENT DESIGN

Inespera Health tailored the program delivery experience that includes the following:

- A 30-minute live sessions for group conversation and coaching.
- Online independent skill-building sessions that include activities, additional resources, and quizzes.
- An initiative to focus on wellness through education and skill building, including sleep and stress management.
- Make-up classes that include one-on-one coaching sessions.
- A short meditation period at the beginning of each session to help participants focus.



### FLEXIBLE IMPLEMENTATION

To encourage participant enrollment, engagement, and retention, the following scheduling features are built into the program delivery:

- Participant self-service features such as online scheduling of sessions and coach meetings.
- Morning, evening, and weekend sessions each week to accommodate nontraditional participant schedules.
- One-on-one make-up sessions with a coach.
- Video or voice-only options for class sessions.



### DATA COLLECTION AND REPORTING

Inespera Health streamlines data collection, analysis, and reporting by:

- Using the CRM platform to collect and track all participant data.
- Training coaches to review weekly cohort data reports to make timely and informed decisions about how to address participants' needs.

## LESSONS LEARNED

- **Program and Participant Coordination**  
Investing in online tools, platforms, and software that automate or streamline program processes reduces the burden on program staff and improves the participant experience.
- **Program Design**  
When working with employers, it is sometimes necessary to include components that align with the goals of their existing wellness program.
- **Evidence for Effectiveness**  
Creating a comprehensive data collection protocol to assess participant knowledge as well as behavioral and clinical outcomes is helpful.
- **Expanding the Distance Learning Experience**  
To increase engagement and retention, consider forming partnerships that offer incentives such as virtual nutrition counseling, personal training sessions, or stress management resources. This expanded experience may increase participant comfort by using distance learning programs.

Learn More About the National DPP LCP at

Inespera Health

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<sup>1</sup>Centers for Disease Control and Prevention. *National Diabetes Statistics Report, 2020*. Atlanta, GA: Centers for Disease Control and Prevention, U.S. Dept of Health and Human Services; 2020. <https://www.cdc.gov/diabetes/pdfs/data/statistics/national-diabetes-statistics-report.pdf>. Accessed March 1, 2021.

<sup>2</sup>Centers for Disease Control and Prevention. The National Diabetes Prevention Program website. <https://www.cdc.gov/diabetes/prevention/index.html>

The systematic screening and assessment method was used to identify and learn about the use of telehealth in the National Diabetes Prevention Program lifestyle change program.