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| GRAPHICS | TRANSCRIPT |
| Centers for Disease Control & Prevention  National Diabetes Prevention Program  What It Means to Be a Lifestyle Coach: Program Components  Recruitment | [MUSIC] |
|  | HOST:  The main goal of  the National DPP  lifestyle change  program is to help participants  make and keep new healthy habits  that will help them prevent  or delay type 2 diabetes.  When recruiting  eligible participants  it is important for  you to convey the risks  associated with prediabetes  and type 2 diabetes,  and how the program can  help them overcome their risk. |
| Diabetes Prevention Recognition Program (DPRP) eligibility   * 18 years or older * BMI ≥25 kg/m2 (≥23 kg/m2, if Asian-American) * Not diagnosed with type 1 or type 2 diabetes * Identified with prediabetes by one of the following:   + Recent blood glucose test   + History of gestational diabetes mellitus (GDM)   + Positive screening for prediabetes based on CDC or ADA risk test   **DPRP Standards:** cdc.gov/diabetes/prevention/lifestyle-program/requirements.html | However, meeting some of  the eligibility requirements  of the Diabetes Prevention  Recognition Program, or DPRP,  can be challenging, such as  identifying  participants with prediabetes.  Participants must have  a recent blood-based test  indicating prediabetes,  a history of gestational  diabetes mellitus, GDM,  or a positive  screening for prediabetes  based on the CDC or American  Diabetes Association risk test. |
| Participant recruitment   * Health care provider referrals * Existing employer relationships * Community engagement   **DPRP Standards:** cdc.gov/diabetes/prevention/lifestyle-program/requirements.html | You can recruit  participants for your program  by getting referrals  from health care providers,  leveraging existing  relationships with employers  who cover the lifestyle change  program as a health benefit,  and engaging your community.  There are many ways to recruit. |
| Linda Vaughn, Lifestyle Coach for a CDC-recognized National DPP Organization | LINDA:  The methods that  are used typically  are web inquiries that  we have on the webpage. |
| Participant recruitment methods   * Web inquiries * Physician groups * Businesses * Local health fairs * Posters, brochures, fliers | Secondly, we  have recommendations  that come from physician groups.  Thirdly, corporations  may already have in place  that they would like to  bring the program there.  So that's a natural opportunity.  In our 18 full-service  facilities we have posters and  signage and brochures so when  people call from the public,  we're able to send a brochure  immediately to them digitally  about what the program is about.  Lifestyle Coaches  can also accompany  the Program Coordinator  to local health fairs.  They can also accompany  them to giving speeches and  presentations at corporations  who are asking about this topic.  And so but definitely  they go to health fairs.  And we have brochures.  We have fliers, posters,  everything there for them  to be able to distribute  to anyone who walks by. |
| Recruitment strategies   * Identify champions   + Alumni   + Health care providers * Communicate with health care providers * Get involved in community events * Present and reach out * Nurture partnerships * Leverage awareness days | HOST:  You should also identify  champions for your program,  like alumni and  health care providers.  Ask alumni to recommend your  program to friends, family,  and others, and  also invite them to  share their experiences as guest  speakers in your sessions.  To strengthen your relationship  with health care providers,  keep them in the  loop on the progress  of participants they referred.  Make sure all  information transmitted  regarding a participant  is in line with HIPAA,  the Health Insurance Portability  and Accountability Act.  Continual  communication and engagement  with health care providers  is essential to build trust  and can lead to more referrals.  Health care  providers are also encouraged  to ask participants  how they are doing and  reinforce the importance  of sticking with the program.  And because health fairs  and community awareness events  are filled with potential  participants, get involved.  Become a presenter. Reach  out to places like schools,  faith-based institutions,  local clubs, worksites --  even fast food restaurants.  Nurture partnerships, and  leverage existing awareness days  like American Diabetes  Association Alert Day in March. |
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| Enrollment strategies   * Hand out marketing materials * Refer to CDC risk test * Encourage getting a blood glucose test * Hold introductory Session Zero * Screens applicants * Explains program * Answers questions * Gauges motivation | Be sure to hand out marketing  materials, and as first steps,  refer your audiences to  the CDC prediabetes risk test,  and encourage them  to get a blood test.  Another great  recruiting strategy is holding  an introductory or information  class before the first session.  We refer to this  as Session Zero.  It gives you a prime opportunity  to screen participants  for program eligibility and  explain the program, such as  expectations, requirements,  and the time commitment.  It's also a great forum for  answering questions  and gauging motivation.  Then, you can end the session  by enrolling new participants. |
|  | LINDA:  When we do a Session Zero  ahead of the program start,  the Session Zero really starts  allaying many of the fears  or helps to correct  some of the thinking  when they think they're  coming into the session. |
| Session Zero   * Allays fears * Sets expectations * Describes time commitment | For example, if they think  we're going to be exercising  one hour every week, we dispel  that myth right up front.  Secondly, we go ahead  and approach the subject  that you'll be  weighed in every week.  That is another scary  thing for some people.  So we go ahead and  frame it by saying,  "But the weigh-ins  will be very private."  In orientations, I think it's  important to at least approach  some of the research  findings behind why this method  is superior than just doing  a little modification here.  You have a long-term  support. It's a year long.  Sometimes you have to  sell that. Why is it so long?  Because it takes that long  to modify behavior, really. |
| [Visual]  Host | HOST:  It's also important to  recruit enough participants  because, chances are, some  participants will drop out. |
|  | LINDA:  It's awfully hard  again for behavioral change,  and so you will  generally have attrition.  So if we don't begin  with at least eight,  if you have  attrition of two or three,  you're down to  five of the eight,  but if you begin with four  or three, you could in essence  have coaches showing  up with no one present. |
|  | HOST:  Having enough  participants also gives  everyone in the group  a larger support system  and lets them know they're  not alone in their journey  to prevent or  delay type 2 diabetes.  As a Lifestyle Coach,  you're never alone either,  because CDC is  always here to help. |
| Learn more:  cdc.gov/diabetes/prevention.html    Questions?  Email to DPRPAsk@cdc.gov | To learn more, watch the rest  of the Lifestyle Coach series  and visit CDC's  National DPP website.  If you have any questions,  just send an email to:  D-P-R-P Ask at C-D-C-dot-gov. |
| Special thanks to Linda Vaughn of YMCA of Metro Atlanta | [MUSIC] |
| Centers for Disease Control & Prevention  National Diabetes Prevention Program  What It Means to Be a Lifestyle Coach: Program Components  Retention |  |
| Participant retention   * Attend sessions * Stay for full 12 months | HOST:  Once you've  recruited enough participants  and your lifestyle  change program is underway,  you need to make sure  they keep coming to sessions  and stay in the program  for the full 12 months.  The second six months are  an especially critical time,  because this is typically when  some participants drop out. |
| Linda Vaughn, Lifestyle Coach for a CDC-recognized National DPP Organization | LINDA:  The strategies we use  to keep people engaged  in the [National] DPP program.  There's a variety of tools  that have to be used, we think.  One of the major tools  is follow-up phone calls. |
| Retention strategies   * Make follow-up phone calls * Prepare participants for decreased class frequency | If someone  doesn't come to a class,  and we let a second opportunity  go that they're not there,  we've missed  something major there.  There are things  that make them stay,  and that is when  we ask each other  I missed you last  week, did something come up?  You haven't been here for  two weeks. What's going on?  And at least pick up  a phone and call them  and say we missed them.  In the post-course sessions  I like to do a buildup of that  as I'm ending the course  sessions, the first 16 weeks.  Now, we're going to be moving  to meeting every other week  coming up here at  the end of the 16 weeks,  so I'll be seeing  you all in two weeks  and we'll be doing  this for about six weeks.  Now after that  we'll be meeting monthly,  and I know that you've seen  the value of us being together  so it's even more important  since we're meeting less  that we're coming.  But if they don't  come, if we don't follow up,  we've missed our opportunity,  in my view, and it takes time.  It just takes time  to stop our day and say  that one was not  there, I need to call. |
| * Participant support groups * Meet outside of class | HOST:  Fostering group relationships  makes a big difference, too.  Encourage participants  to form support groups  that meet outside of  class where they can  discuss eating  habits, exchange recipes,  share coping strategies, or  be physically active together.  And when you can, join them! |
|  | LINDA:  The other piece  that is important is  when we are  monitoring what they're doing  in terms of the exercise piece  and that they're doing so well  and they're meeting as groups  sometimes, that we join them,  the coaches join  them anytime they can.  It's not necessary.  We don't mandate that.  But anytime they  can be with the group  to facilitate,  again, social cohesion.  I'm of the view the  success for us as coaches  is building social cohesion.  I call it the stickiness factor,  what makes people  stick and stay in groups. |
| * Participant support   + Give continual encouragement   + Give extra attention to those struggling   + Create a Lifestyle Coach network to discuss participants’ challenges | HOST:  A support group can  also be the tipping point  in getting someone who's been  missing classes to come back.  This is because it  gives them a sense  of  responsibility to one another.  Make sure you give continual  feedback and encouragement  on progress in a  private, individual way,  and give extra  attention to participants  who seem to be struggling.  Creating a network  of Lifestyle Coaches  can be a huge help with this,  because you can discuss  challenges and barriers  with other coaches and learn  how they've  approached similar issues.  An easy way to set up a  network is by connecting  with the coaches you  met during your training.  The more you learn about helping  participants overcome personal  struggles, the better you'll be  at helping them be successful. |
| Lifestyle Coach support   * Encourage regular interactions with other Lifestyle Coaches * Use resources and support from extended communities * Connect with a local physician champion | LINDA:  Our coaches,  we like to have meetings  on a regular basis.  And some of our  coaches, fellow coaches,  want to develop  their own support system.  And our program  coordinator is like go for it,  anything to help you  feel connected to each other  in this mutual  goal that we have.  Also at the state  level we have many people  who want to see this type of  program succeed along our state  to help better our outcomes.  And so there are a lot  of extended communities  that are out there, and  you could stay busy with that  far more than even the classes.  There are so many that  are valuable resources  that we have to work with.  Smaller organizations may not  have the type of support we do  from the national level,  but the best support I feel  a smaller organization can  get is to become acquainted  with the physician  champion in their community. |
|  | HOST:  Offering low-cost incentives  like food measuring tools,  stretch bands, or pedometers,  can also work wonders.  But doing this is up to each  Lifestyle Coach  and organization.  For example, Linda offered  her participants gym memberships  during the Get  More Active module. |
|  | LINDA:  Another way we try  to keep people engaged  in the [National] DPP  program is at the fifth week;  it's called Move Those Muscles.  That's the name of the lesson.  And so we are looking  to give them a chance  and a place to go  move their muscles.  So we give a 12-week membership  to last between week five and  week 16, so they have a  place to go move their muscles. |
| Participant attendance   * Schedule make-up sessions * Address attendance barriers * Suggest program alternatives | HOST: If someone misses a class,  be sure to schedule  a make-up session.  The make-up session can be  held in any delivery mode  but needs to be  approximately an hour  and cover the missed  CDC-approved module.  Better yet, try  to remove barriers  to missing  classes to begin with.  This can involve anything  from arranging transportation  for participants to finding  child or elder care for them.  Despite your best efforts,  at times personal issues  can cause people to  leave your program.  When this happens, suggest  re-entry into a future program  or refer them to  another program,  and follow up with them. |
|  | As you've heard,  there are many ways you can  keep participants engaged and  in the lifestyle change program  to help them prevent  or delay type 2 diabetes. |
| Learn more:  cdc.gov/diabetes/prevention.html    Questions?  Email to DPRPAsk@cdc.gov | To learn more, watch the rest  of the Lifestyle Coach series  and visit CDC's  National DPP website.  If you have any questions,  just send an email to:  D-P-R-P Ask at C-D-C-dot-gov. |
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| Centers for Disease Control & Prevention  National Diabetes Prevention Program  What It Means to Be a Lifestyle Coach: Program Components  Program and Participant Documentation and Outcomes |  |
|  | HOST:  To meet the requirements of  the Diabetes Prevention  Recognition Program, or DPRP,  you need to document  each participant's weight  and physical activity at  every session they attend. |
| Diabetes Prevention Recognition Program (DPRP) requirements   * Document weight and physical activity at each session   + Weigh-ins should be private   + Participants should use Fitness Log to record physical activity minutes * Use measures to assist participants in meeting their goals | Carefully monitoring these  measures over the year-long  program can assist you in  helping individual participants  meet their goals.  While the DPRP sets specific  requirements for weight loss  and physical activity,  individual goals may vary.  While weight can  be self-reported,  it's important to handle  in-person weigh-ins with privacy  and a sense of security.  To achieve this, consider having  weigh-ins in a separate room,  using privacy screens,  or communicating  weight with sticky notes.  Participants should use  their Fitness Log each day  to track their  minutes of activity,  then show it to you at the  beginning of each session.  You can then record each of  the participant's total minutes  for the week in the  Lifestyle Coach Log.  This may seem straightforward,  but be prepared for  some common challenges. |
| Linda Vaughn, Lifestyle Coach for a CDC-recognized National DPP Organization | LINDA:  A lot of times as  a Lifestyle Coach  when you're trying to record  the data that is essential  as a part of the  protocol of the program,  if people arrive  late to class, well,  are you supposed to stop  your class and go weigh them?  What do you do? |
| Data collection barriers   * Late arrivals and/or early departures * Unquantified physical activity minutes | Then they slip out and  you don't get them weighed.  And so it takes a  delicate balance.  Can you multitask and  keep talking to the group  while you're over here?  What can you to do be sure  the individual gets weighed?  That can be a challenge.  And so for me, to be  sure I got them weighed,  I just keep  talking to the group.  I keep talking to the  group and I slip to the back  as I just [inaudible]  and I just keep on  talking and keep it all going,  but I don't want them sitting  down until they're weighed.  Everyone has to find  their way to do that,  but that could be a challenge  when they slip in  late and slip out early.  Secondly, they  report minutes to you,  but they don't  have them quantified.  "I've got to go look at  this. I've got to look at that.  I'll get it to you later."  Well, the "later"  doesn't always happen  unless you're on the phone  saying, "Hey, I need that." |
| Data entry   * Attention to detail * Good computer skills | HOST:  To assist the  Program Coordinator with  data collection, entry,  reporting, and interpretation,  it's important to  pay attention to detail.  For example, when a participant  uses a fitness tracker,  steps need to be  converted into minutes,  because CDC does not  allow documentation of steps.  It also helps to have  good computer skills. |
|  | LINDA:  In entering data of any  kind as part of our protocol,  it's awfully important  to be very careful you're  on the right person when you're  entering the data, that you  have the right individual's data  in front of you, number one.  Number two, that you're  very careful with entry  and watching what we're doing.  Sometimes we can be  so accustomed to just  throwing it in the computer  that we can make big mistakes  with just decimal  points on weight alone. |
| Data submission   * Allow extra recording time * Watch “Submit for Success” data entry webinar | HOST: Be sure to give yourself  extra time to record the data.  Don't wait until your data  submission is due, just in case  there are some technical  issues you have to deal with.  Contact CDC early in  your program delivery  if you have questions  about data collection.  And be sure to watch the Submit  for Success data entry webinar.  Keep in mind that the  lifestyle change program  can be challenging,  and progress rarely  travels in a straight line.  There will be times  when a participant takes  some steps backward  before moving forward again. |
| * Improve outcomes   + Discuss challenges in class   + Be supportive and empathetic   + Reach out beyond class | Of course, there are  many things you can do  to improve outcomes.  The key is to help  participants overcome barriers.  Try to set aside some class time  to discuss personal challenges.  For instance, if  someone with arthritis  has difficulty  being physically active,  have the group  brainstorm on activities  that won't aggravate it,  like swimming or tai chi.  You can be  supportive and empathetic  by reaching out to  participants beyond class. |
|  | LINDA:  I think a lot of  the success happens  after the class environment,  with the phone calls,  with the emails when they come.  "Oh, here, I want  to show you what I did  on my activity tracker, Linda.  I'm going to send  it to you digitally." |
| Beyond sessions   * Call and email * Be encouraging and enthusiastic * Consider joining in some physical activities | And when they send  it to you digitally,  then that dictates  an immediate response.  "Wow, look at what  you did on the third day.  This is phenomenal."  And anything that we do to let  them keep having access to the  coach, that we truly are coaches  outside that one session.  When you think about  reaching people to make them  want to come back and stay  in the coaching relationship,  it's not going to  happen without a true intent  to get beyond just the meeting.  So in my view, there's so many  barriers to changing behavior.  Some of our coaches have  joined in a workout with them.  That doesn't always happen,  but they've said I'll meet you  for walking just to  get someone started,  which is an investment of time  outside the class environment. |
|  | When you receive  emails from the students  or when you receive  phone calls from the students,  just to make the  call alone we need to be  very responsive to  it when it comes in.  And if we can't,  then we need to offer  an apology as to why not.  So whatever we do,  the email needs to be  responded to immediately.  And I like to respond  to something specific.  On day four did  you see what you did?  Oh, I'd love to  see you repeat that.  But be very specific  about whatever they've sent me,  that says I  actually looked at it,  because so many of us  just check, check, check  through the emails and we don't  really give the attention.  But if they go to  the trouble as a student  or the participant of the  program to send us anything,  I feel we have a  responsibility as a coach  to be responsive like  that, keep on encouraging  and keep on coaching and  being right along their side,  is my view about that. |
| Learn more:  cdc.gov/diabetes/prevention.html    Questions?  Email to DPRPAsk@cdc.gov | HOST:  To learn more about documenting  weight and  physical activity and  how you can help participants  achieve better outcomes,  watch the rest of the  Lifestyle Coach series  and visit CDC's  National DPP website.  If you have any questions,  just send an email to:  D-P-R-P Ask at C-D-C-dot-gov. |
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| Centers for Disease Control & Prevention  National Diabetes Prevention Program  What It Means to Be a Lifestyle Coach: Program Components  Approaches for When a Participant Misses Classes |  |
|  | HOST:  Regular participant  attendance increases  your organization's success in  achieving full CDC recognition.  You may have some participants  who, temporarily or permanently,  and often for reasons  beyond their control,  are unable to attend classes.  When this happens, the  right approach to take  depends on the situation. |
| Linda Vaughn, Lifestyle Coach for a CDC-recognized National DPP organization | LINDA:  We have people who may  have a boss who changes,  and the boss says you can't go  that hour during lunch any more.  And when those things occur,  then we have to refer them  to another format  like the online format. |
| Participant attendance   * Missed sessions can be caused by a variety of reasons   + Be sensitive to the situation   + Discuss program alternatives | They can access it freely.  So that's a wonderful  alternative for those people  when they can't come  to an in-person program.  But yes, life gets  in the way for many:  divorce, personal  issues, one child hospitalized.  There's a lot of  things that can occur,  and we need to be very,  very sensitive to these folks  and help them  find the alternative. |
|  | HOST:  When these things  happen, you should work with  your program  coordinator to see if you can  adapt the  delivery mode of sessions  to meet participants' unique  needs. |
| Participant attendance   * Make-up sessions   + Use any CDC-approved delivery method   + Allow self-reported weight   + Last approximately an hour   + Cover key content missed * Regularly missed sessions   + Consider referring to another program with a format that fits their schedule | Being flexible is key.  If a class is missed, you  can offer a make-up session  using any of the delivery  modes approved by the CDC.  The missed session  can be offered in person,  over the phone,  using a video conference,  or through an  online platform or app.  During these sessions  participants may  self-report their weight.  Make-up sessions should be  approximately an hour long  and cover the key content  in the curriculum  the participant missed.  If a participant needs  to miss multiple sessions,  you might suggest that  the participant withdraw  and re-enroll at a time when he  or she can fully participate.  Attendance is critical for  achieving individual goals,  and having to conduct  multiple make-up sessions  for any one participant  can become a burden  for the Lifestyle Coach.  In some cases, you can consider  referring the participant  to another program  that uses a delivery mode  better suited to their schedule,  such as an online format.  Referral to another  program is also an option  for participants who relocate  after beginning classes. |
| * Individual barriers * Circumstances preventing physical activity or weight loss * Alternative solution * Re-enroll at another time | In addition to  challenges attending sessions,  there may also be circumstances  that present barriers  to being physically  active or losing weight.  If this happens,  work with the participant  to find an alternative solution  that works best for  his or her situation.  Sometimes it means a participant  may need to leave the  program and re-enroll later.  Linda gives an  example of a situation  she and a  participant worked through. |
|  | LINDA:  Well, life does get in the way  of participants  remaining in the programs.  For example, one of  ours, we worked so hard  to build activity. Got her  a pedometer. Broke her leg.  And so it was a very, very bad  break that involved surgery,  so she was out of commission for  the remainder of the program.  "And am I just out  completely, Linda?"  And so she wanted an  answer to that question.  And so a little back  and forth email going on,  and follow-up  that we can have her  re-enter at another  time if we need to.  It's not over for her.  She felt like it was over  when she's just  starting her progress. |
|  | HOST:  Depending on the circumstance,  an injured participant might  be able to stay in the program  and continue to be active.  Someone like Linda's participant  might be willing and able  to try resistance bands  to work out the upper body.  Remind them not  to get discouraged.  Help them find the  solution that works for them.  Another situation Lifestyle  Coaches face is a participant  becoming pregnant  during the year-long program.  While the  lifestyle change program  is not designed  for pregnant women,  if a woman does become  pregnant after enrolling,  she may continue in the program  with an okay from her doctor.  For data reporting  purposes, record a 998  to indicate the weight  of a pregnant participant.  Whether the right approach  is to offer make-up classes,  switch to another  type of program such as  one delivered online,  or have the participant re-enter  the program at a later time,  there's always a solution  that can get  participants back on track.  As we've discussed  throughout this video series,  your role as a  Lifestyle Coach --  facilitating each  session and providing support  and encouragement,  while tracking progress --  is integral to the success  of both your participants  and your  lifestyle change program. |
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