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| GRAPHICS | TRANSCRIPT |
| Centers for Disease Control & Prevention National Diabetes Prevention ProgramWhat It Means to Be a Lifestyle Coach: Program ComponentsRecruitment | [MUSIC] |
|  | HOST:The main goal ofthe National DPPlifestyle changeprogram is to help participantsmake and keep new healthy habitsthat will help them preventor delay type 2 diabetes.When recruitingeligible participantsit is important foryou to convey the risksassociated with prediabetesand type 2 diabetes,and how the program canhelp 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 ofthe eligibility requirementsof the Diabetes PreventionRecognition Program, or DPRP,can be challenging, such asidentifyingparticipants with prediabetes.Participants must havea recent blood-based testindicating prediabetes,a history of gestationaldiabetes mellitus, GDM,or a positivescreening for prediabetesbased on the CDC or AmericanDiabetes 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 recruitparticipants for your programby getting referralsfrom health care providers,leveraging existingrelationships with employerswho cover the lifestyle changeprogram 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 thatare used typicallyare web inquiries thatwe have on the webpage. |
| Participant recruitment methods* Web inquiries
* Physician groups
* Businesses
* Local health fairs
* Posters, brochures, fliers
 | Secondly, wehave recommendationsthat come from physician groups.Thirdly, corporationsmay already have in placethat they would like tobring the program there.So that's a natural opportunity.In our 18 full-servicefacilities we have posters andsignage and brochures so whenpeople call from the public,we're able to send a brochureimmediately to them digitallyabout what the program is about.Lifestyle Coachescan also accompanythe Program Coordinatorto local health fairs.They can also accompanythem to giving speeches andpresentations at corporationswho are asking about this topic.And so but definitelythey go to health fairs.And we have brochures.We have fliers, posters,everything there for themto be able to distributeto 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 identifychampions for your program,like alumni andhealth care providers.Ask alumni to recommend yourprogram to friends, family,and others, andalso invite them toshare their experiences as guestspeakers in your sessions.To strengthen your relationshipwith health care providers,keep them in theloop on the progressof participants they referred.Make sure allinformation transmittedregarding a participantis in line with HIPAA,the Health Insurance Portabilityand Accountability Act.Continualcommunication and engagementwith health care providersis essential to build trustand can lead to more referrals.Health careproviders are also encouragedto ask participantshow they are doing andreinforce the importanceof sticking with the program.And because health fairsand community awareness eventsare filled with potentialparticipants, get involved.Become a presenter. Reachout to places like schools,faith-based institutions,local clubs, worksites --even fast food restaurants.Nurture partnerships, andleverage existing awareness dayslike American DiabetesAssociation Alert Day in March. |
|  |  |
| 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 marketingmaterials, and as first steps,refer your audiences tothe CDC prediabetes risk test,and encourage themto get a blood test.Another greatrecruiting strategy is holdingan introductory or informationclass before the first session.We refer to thisas Session Zero.It gives you a prime opportunityto screen participantsfor program eligibility andexplain the program, such asexpectations, requirements,and the time commitment.It's also a great forum foranswering questionsand gauging motivation.Then, you can end the sessionby enrolling new participants. |
|  | LINDA:When we do a Session Zeroahead of the program start,the Session Zero really startsallaying many of the fearsor helps to correctsome of the thinkingwhen they think they'recoming into the session. |
| Session Zero * Allays fears
* Sets expectations
* Describes time commitment
 | For example, if they thinkwe're going to be exercisingone hour every week, we dispelthat myth right up front.Secondly, we go aheadand approach the subjectthat you'll beweighed in every week.That is another scarything for some people.So we go ahead andframe it by saying,"But the weigh-inswill be very private."In orientations, I think it'simportant to at least approachsome of the researchfindings behind why this methodis superior than just doinga little modification here.You have a long-termsupport. It's a year long.Sometimes you have tosell that. Why is it so long?Because it takes that longto modify behavior, really. |
| [Visual]Host | HOST:It's also important torecruit enough participantsbecause, chances are, someparticipants will drop out. |
|  | LINDA:It's awfully hardagain for behavioral change,and so you willgenerally have attrition.So if we don't beginwith at least eight,if you haveattrition of two or three,you're down tofive of the eight,but if you begin with fouror three, you could in essencehave coaches showingup with no one present. |
|  | HOST:Having enoughparticipants also giveseveryone in the groupa larger support systemand lets them know they'renot alone in their journeyto prevent ordelay type 2 diabetes.As a Lifestyle Coach,you're never alone either,because CDC isalways here to help. |
| Learn more:cdc.gov/diabetes/prevention.html Questions? Email to DPRPAsk@cdc.gov | To learn more, watch the restof the Lifestyle Coach seriesand visit CDC'sNational 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 ProgramWhat It Means to Be a Lifestyle Coach: Program ComponentsRetention |  |
| Participant retention * Attend sessions
* Stay for full 12 months
 | HOST:Once you'verecruited enough participantsand your lifestylechange program is underway,you need to make surethey keep coming to sessionsand stay in the programfor the full 12 months.The second six months arean especially critical time,because this is typically whensome participants drop out. |
| Linda Vaughn, Lifestyle Coach for a CDC-recognized National DPP Organization | LINDA:The strategies we useto keep people engagedin the [National] DPP program.There's a variety of toolsthat have to be used, we think.One of the major toolsis follow-up phone calls. |
| Retention strategies* Make follow-up phone calls
* Prepare participants for decreased class frequency
 | If someonedoesn't come to a class,and we let a second opportunitygo that they're not there,we've missedsomething major there.There are thingsthat make them stay,and that is whenwe ask each otherI missed you lastweek, did something come up?You haven't been here fortwo weeks. What's going on?And at least pick upa phone and call themand say we missed them.In the post-course sessionsI like to do a buildup of thatas I'm ending the coursesessions, the first 16 weeks.Now, we're going to be movingto meeting every other weekcoming up here atthe end of the 16 weeks,so I'll be seeingyou all in two weeksand we'll be doingthis for about six weeks.Now after thatwe'll be meeting monthly,and I know that you've seenthe value of us being togetherso it's even more importantsince we're meeting lessthat we're coming.But if they don'tcome, if we don't follow up,we've missed our opportunity,in my view, and it takes time.It just takes timeto stop our day and saythat one was notthere, I need to call. |
| * Participant support groups
* Meet outside of class
 | HOST:Fostering group relationshipsmakes a big difference, too.Encourage participantsto form support groupsthat meet outside ofclass where they candiscuss eatinghabits, exchange recipes,share coping strategies, orbe physically active together.And when you can, join them! |
|  | LINDA:The other piecethat is important iswhen we aremonitoring what they're doingin terms of the exercise pieceand that they're doing so welland they're meeting as groupssometimes, that we join them,the coaches jointhem anytime they can.It's not necessary.We don't mandate that.But anytime theycan be with the groupto facilitate,again, social cohesion.I'm of the view thesuccess for us as coachesis building social cohesion.I call it the stickiness factor,what makes peoplestick 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 canalso be the tipping pointin getting someone who's beenmissing classes to come back.This is because itgives them a senseofresponsibility to one another.Make sure you give continualfeedback and encouragementon progress in aprivate, individual way,and give extraattention to participantswho seem to be struggling.Creating a networkof Lifestyle Coachescan be a huge help with this,because you can discusschallenges and barrierswith other coaches and learnhow they'veapproached similar issues.An easy way to set up anetwork is by connectingwith the coaches youmet during your training.The more you learn about helpingparticipants overcome personalstruggles, the better you'll beat 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 meetingson a regular basis.And some of ourcoaches, fellow coaches,want to developtheir own support system.And our programcoordinator is like go for it,anything to help youfeel connected to each otherin this mutualgoal that we have.Also at the statelevel we have many peoplewho want to see this type ofprogram succeed along our stateto help better our outcomes.And so there are a lotof extended communitiesthat are out there, andyou could stay busy with thatfar more than even the classes.There are so many thatare valuable resourcesthat we have to work with.Smaller organizations may nothave the type of support we dofrom the national level,but the best support I feela smaller organization canget is to become acquaintedwith the physicianchampion in their community. |
|  | HOST:Offering low-cost incentiveslike food measuring tools,stretch bands, or pedometers,can also work wonders.But doing this is up to eachLifestyle Coachand organization.For example, Linda offeredher participants gym membershipsduring the GetMore Active module. |
|   | LINDA:Another way we tryto keep people engagedin the [National] DPPprogram is at the fifth week;it's called Move Those Muscles.That's the name of the lesson.And so we are lookingto give them a chanceand a place to gomove their muscles.So we give a 12-week membershipto last between week five andweek 16, so they have aplace 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 schedulea make-up session.The make-up session can beheld in any delivery modebut needs to beapproximately an hourand cover the missedCDC-approved module.Better yet, tryto remove barriersto missingclasses to begin with.This can involve anythingfrom arranging transportationfor participants to findingchild or elder care for them.Despite your best efforts,at times personal issuescan cause people toleave your program.When this happens, suggestre-entry into a future programor refer them toanother program,and follow up with them. |
|  | As you've heard,there are many ways you cankeep participants engaged andin the lifestyle change programto help them preventor delay type 2 diabetes. |
| Learn more:cdc.gov/diabetes/prevention.html Questions?Email to DPRPAsk@cdc.gov | To learn more, watch the restof the Lifestyle Coach seriesand visit CDC'sNational 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 ProgramWhat It Means to Be a Lifestyle Coach: Program ComponentsProgram and Participant Documentation and Outcomes |  |
|  | HOST:To meet the requirements ofthe Diabetes PreventionRecognition Program, or DPRP,you need to documenteach participant's weightand physical activity atevery 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 thesemeasures over the year-longprogram can assist you inhelping individual participantsmeet their goals.While the DPRP sets specificrequirements for weight lossand physical activity,individual goals may vary.While weight canbe self-reported,it's important to handlein-person weigh-ins with privacyand a sense of security.To achieve this, consider havingweigh-ins in a separate room,using privacy screens,or communicatingweight with sticky notes.Participants should usetheir Fitness Log each dayto track theirminutes of activity,then show it to you at thebeginning of each session.You can then record each ofthe participant's total minutesfor the week in theLifestyle Coach Log.This may seem straightforward,but be prepared forsome common challenges. |
| Linda Vaughn, Lifestyle Coach for a CDC-recognized National DPP Organization | LINDA:A lot of times asa Lifestyle Coachwhen you're trying to recordthe data that is essentialas a part of theprotocol of the program,if people arrivelate to class, well,are you supposed to stopyour 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 andyou don't get them weighed.And so it takes adelicate balance.Can you multitask andkeep talking to the groupwhile you're over here?What can you to do be surethe individual gets weighed?That can be a challenge.And so for me, to besure I got them weighed,I just keeptalking to the group.I keep talking to thegroup and I slip to the backas I just [inaudible]and I just keep ontalking and keep it all going,but I don't want them sittingdown until they're weighed.Everyone has to findtheir way to do that,but that could be a challengewhen they slip inlate and slip out early.Secondly, theyreport minutes to you,but they don'thave them quantified."I've got to go look atthis. I've got to look at that.I'll get it to you later."Well, the "later"doesn't always happenunless you're on the phonesaying, "Hey, I need that." |
| Data entry * Attention to detail
* Good computer skills

  | HOST:To assist theProgram Coordinator withdata collection, entry,reporting, and interpretation,it's important topay attention to detail.For example, when a participantuses a fitness tracker,steps need to beconverted into minutes,because CDC does notallow documentation of steps.It also helps to havegood computer skills. |
|   | LINDA:In entering data of anykind as part of our protocol,it's awfully importantto be very careful you'reon the right person when you'reentering the data, that youhave the right individual's datain front of you, number one.Number two, that you'revery careful with entryand watching what we're doing.Sometimes we can beso accustomed to justthrowing it in the computerthat we can make big mistakeswith just decimalpoints on weight alone. |
| Data submission* Allow extra recording time
* Watch “Submit for Success” data entry webinar
 | HOST: Be sure to give yourselfextra time to record the data.Don't wait until your datasubmission is due, just in casethere are some technicalissues you have to deal with.Contact CDC early inyour program deliveryif you have questionsabout data collection.And be sure to watch the Submitfor Success data entry webinar.Keep in mind that thelifestyle change programcan be challenging,and progress rarelytravels in a straight line.There will be timeswhen a participant takessome steps backwardbefore moving forward again. |
| * Improve outcomes
	+ Discuss challenges in class
	+ Be supportive and empathetic
	+ Reach out beyond class
 | Of course, there aremany things you can doto improve outcomes.The key is to helpparticipants overcome barriers.Try to set aside some class timeto discuss personal challenges.For instance, ifsomeone with arthritishas difficultybeing physically active,have the groupbrainstorm on activitiesthat won't aggravate it,like swimming or tai chi.You can besupportive and empatheticby reaching out toparticipants beyond class. |
|  | LINDA:I think a lot ofthe success happensafter the class environment,with the phone calls,with the emails when they come."Oh, here, I wantto show you what I didon my activity tracker, Linda.I'm going to sendit to you digitally." |
| Beyond sessions* Call and email
* Be encouraging and enthusiastic
* Consider joining in some physical activities
 | And when they sendit to you digitally,then that dictatesan immediate response."Wow, look at whatyou did on the third day.This is phenomenal."And anything that we do to letthem keep having access to thecoach, that we truly are coachesoutside that one session.When you think aboutreaching people to make themwant to come back and stayin the coaching relationship,it's not going tohappen without a true intentto get beyond just the meeting.So in my view, there's so manybarriers to changing behavior.Some of our coaches havejoined in a workout with them.That doesn't always happen,but they've said I'll meet youfor walking just toget someone started,which is an investment of timeoutside the class environment. |
|  | When you receiveemails from the studentsor when you receivephone calls from the students,just to make thecall alone we need to bevery responsive toit when it comes in.And if we can't,then we need to offeran apology as to why not.So whatever we do,the email needs to beresponded to immediately.And I like to respondto something specific.On day four didyou see what you did?Oh, I'd love tosee you repeat that.But be very specificabout whatever they've sent me,that says Iactually looked at it,because so many of usjust check, check, checkthrough the emails and we don'treally give the attention.But if they go tothe trouble as a studentor the participant of theprogram to send us anything,I feel we have aresponsibility as a coachto be responsive likethat, keep on encouragingand keep on coaching andbeing 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 documentingweight andphysical activity andhow you can help participantsachieve better outcomes,watch the rest of theLifestyle Coach seriesand visit CDC'sNational 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 ProgramWhat It Means to Be a Lifestyle Coach: Program ComponentsApproaches for When a Participant Misses Classes  |  |
|  | HOST:Regular participantattendance increasesyour organization's success inachieving full CDC recognition.You may have some participantswho, temporarily or permanently,and often for reasonsbeyond their control,are unable to attend classes.When this happens, theright approach to takedepends on the situation. |
| Linda Vaughn, Lifestyle Coach for a CDC-recognized National DPP organization | LINDA:We have people who mayhave a boss who changes,and the boss says you can't gothat hour during lunch any more.And when those things occur,then we have to refer themto another formatlike 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 wonderfulalternative for those peoplewhen they can't cometo an in-person program.But yes, life getsin the way for many:divorce, personalissues, one child hospitalized.There's a lot ofthings that can occur,and we need to be very,very sensitive to these folksand help themfind the alternative. |
|  | HOST:When these thingshappen, you should work withyour programcoordinator to see if you canadapt thedelivery mode of sessionsto meet participants' uniqueneeds. |
| 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, youcan offer a make-up sessionusing any of the deliverymodes approved by the CDC.The missed sessioncan be offered in person,over the phone,using a video conference,or through anonline platform or app.During these sessionsparticipants mayself-report their weight.Make-up sessions should beapproximately an hour longand cover the key contentin the curriculumthe participant missed.If a participant needsto miss multiple sessions,you might suggest thatthe participant withdrawand re-enroll at a time when heor she can fully participate.Attendance is critical forachieving individual goals,and having to conductmultiple make-up sessionsfor any one participantcan become a burdenfor the Lifestyle Coach.In some cases, you can considerreferring the participantto another programthat uses a delivery modebetter suited to their schedule,such as an online format.Referral to anotherprogram is also an optionfor participants who relocateafter beginning classes. |
| * Individual barriers
* Circumstances preventing physical activity or weight loss
* Alternative solution
* Re-enroll at another time
 | In addition tochallenges attending sessions,there may also be circumstancesthat present barriersto being physicallyactive or losing weight.If this happens,work with the participantto find an alternative solutionthat works best forhis or her situation.Sometimes it means a participantmay need to leave theprogram and re-enroll later.Linda gives anexample of a situationshe and aparticipant worked through. |
|  | LINDA:Well, life does get in the wayof participantsremaining in the programs.For example, one ofours, we worked so hardto build activity. Got hera pedometer. Broke her leg.And so it was a very, very badbreak that involved surgery,so she was out of commission forthe remainder of the program."And am I just outcompletely, Linda?"And so she wanted ananswer to that question.And so a little backand forth email going on,and follow-upthat we can have herre-enter at anothertime if we need to.It's not over for her.She felt like it was overwhen she's juststarting her progress. |
|  | HOST:Depending on the circumstance,an injured participant mightbe able to stay in the programand continue to be active.Someone like Linda's participantmight be willing and ableto try resistance bandsto work out the upper body.Remind them notto get discouraged.Help them find thesolution that works for them.Another situation LifestyleCoaches face is a participantbecoming pregnantduring the year-long program.While thelifestyle change programis not designedfor pregnant women,if a woman does becomepregnant after enrolling,she may continue in the programwith an okay from her doctor.For data reportingpurposes, record a 998to indicate the weightof a pregnant participant.Whether the right approachis to offer make-up classes,switch to anothertype of program such asone delivered online,or have the participant re-enterthe program at a later time,there's always a solutionthat can getparticipants back on track.As we've discussedthroughout this video series,your role as aLifestyle Coach --facilitating eachsession and providing supportand encouragement,while tracking progress --is integral to the successof both your participantsand yourlifestyle change program. |
| Learn more:cdc.gov/diabetes/prevention.html Questions?Email to DPRPAsk@cdc.gov | To learn more, visitCDC's National DPP website,or refer back toany of the videosin the Lifestyle Coach series.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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