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| GRAPHICS | TRANSCRIPT |
| Centers for Disease Control & Prevention National Diabetes Prevention ProgramWhat It Means to Be a Program Coordinator: Organizational Preparation to Implement the ProgramOrganizational Infrastructure | [MUSIC] |
| Program staff and resources* Oversee daily operations
* Make sure DPRP quality performance outcomes are met
* Disseminate information
* Perform other functions
* Complete the Organizational Capacity Assessment
* Work with Lifestyle Coaches to deliver the lifestyle change program

  | HOST: To successfully implementthe National DPPlifestyle change program,your organization needsthe right staff and resources.As Program Coordinator,your responsibilities includeoverseeing daily operations;making sure the program meetsthe qualityperformance outcomes ofthe Diabetes PreventionRecognition Program, or DPRP;disseminating information andguidance across all networks;keeping your staff up-to-dateon CDC communications; andperforming other functions, suchas publicity and marketing.You also have a key role inensuring that your organizationis fully ready tooffer the program, includingcompleting the OrganizationalCapacity Assessment andproviding training for LifestyleCoaches and other staff,such as the data preparer.Lifestyle Coachesare on the front linesdelivering yourlifestyle change program.And while Lifestyle Coaches aresometimes health professionals,they do not have to be.Lay health workers, such ascommunity health workers orpromotoras and health educatorsmay also serve in this role.All Lifestyle Coachesmust be trained to usea CDC-approved curriculum. Butthis is only the starting point.You will need to providecoaches with ongoing supportand guidance,especially if they are new.This could include mentoringor offering additionalskills-based training.Have regular discussionsand performance reviewswith your staff toevaluate how things are goingand address anyissues they might have. |
| Miriam Bell, Program Coordinator for a CDC-Recognized National DPP OrganizationLifestyle Coach evaluation* Check participant logs and data
* Ensure coaches
	+ Cover proper content
	+ Motivate
	+ Interact well with participants
 | MIRIAM: The way that weevaluate our Lifestyle Coachesis we do have a mastertrainer that is availableto act as a mentor, especiallyfor our new Lifestyle Coaches,but also we evaluatetheir participant logsthat they turn inevery single week,just making sure that they'remeeting the requirementsin terms of capturing all ofthe data elementsthat are required,because that's such an importantaspect of this program,and that our master trainerdoes go out and does evaluationto make sure that we're coveringthe appropriate contentof the [National] DPP andthat they're usingproper motivational interviewingtechniques and justreally interacting with ourparticipants as they should. |
| Program Staffing* Staffing will vary based on your organization’s capabilities
* Larger organizations may have roles divided among different staff
* Smaller organizations may have a single person for all roles
 | HOST:Lifestyle Coachesalso collect criticalweight andphysical activity data.If possible, you may want toadd a specific data preparerto your staff torecord and submit these data.In larger organizations,roles can be dividedamong different staff members,and in smaller organizationsa single personmay handle every role.Always align your staffingwith the goals and strategiesof the lifestyle change programand yourorganization's capabilities.For instance, you may needstaff with specific expertise,such as speakinganother language. |
| Lifestyle Coaches* Are nonjudgmental
* Treat participants with dignity and respect
* Adapt program for other languages, depending on demand
 | MIRIAM: As part of the trainingfor our LifestyleCoaches, you know,they're expected tomeet people where they areand to just listento the informationthat they're sharingin a nonjudgmental way.We treat all of our memberswith dignity and respect.Unfortunately, we do not have asession that is all in Spanish.We just have not hadthat demand just yet,but we do have LifestyleCoaches that are bilingual.And so if that need ever arises,if we ever get a critical massof members who would preferfor the [National] DPP to beprovided in Spanish, we could. |
| Understand DPRP Standards* To view the DPRP Standards visit cdc.gov/diabetes/prevention/lifestyle-program/requirements.html
 | HOST:CDC offers approvedcurricula in Spanish,should yourorganization need it.As a programcoordinator, you must havea complete understandingof the requirementsfor achieving and maintainingfull CDC recognitiondescribed in the DiabetesPrevention Recognition Program'sStandards and OperatingProcedures, or DPRP Standards. |
| * Reinforce DPRP Standards
* Share their importance with participants
 | MIRIAM:It is important forthe staff to understandwhat the DPRP Standardsare, because as they are outworking in thefield with participants,they're able to reinforce whatthose important standards are.And also, they'reable to let the membersor the participantsknow why they are important. |
| Applying for CDC Recognition* Understand the requirements
* Encourage staff to read DPRP Standards
* Find resources at: cdc.gov/diabetes/prevention/lifestyle-program.html
 | HOST: Before you apply for CDCrecognition, you should alsoencourage your staff tocarefully read the DPRPStandards and understand theirroles and responsibilities.Using the resources onthe CDC National DPP websitewill help with this, especiallythe technical assistance videoon the OrganizationalCapacity Assessment,which will help youidentify your organization'sstrengths and weaknessesand pinpoint any areasthat need to be addressedbefore you start your program. |
| CDC Capacity Assessment* Addresses key questions
* Helps you determine if you have needed
	+ Leadership support
	+ Logistical capacity
	+ Capacity to identify people at risk
 | MIRIAM: So the CDCcapacity tool helped usaddress key questions that theorganization needs to answer tofigure out whether or not thisis something that we can do.So do you haveleadership support?So that was one ofthe first questionson the capacityassessment that let us knowthat that's really important,because you have to havethe support of your leadershipfor anything to be successful.Also, do you havethe logistical capacity?Do you have the capacity toidentify people who are at risk?We have HealthConnect, which isour electronic medical record.And so that helps usreally easily identifypeople who are at risk.So we knew very early onwhat our demand would be.We knew how many memberswe had who were at risk. |
| Learn more:cdc.gov/diabetes/prevention.html Questions?Email to DPRPAsk@cdc.gov | HOST: While the Program Coordinatorhas many roles to play,CDC is available to helpyou every step of the wayas you deliver yourlifestyle change program.Be sure you andyour staff participatein all relevant CDCwebinars, including the onesfor new organizations andfor data entry and submission.To learn more aboutorganizational infrastructureand what else ittakes to make yourNational DPP lifestylechange program a success,watch the rest of theProgram Coordinator series,and 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 Miriam Bell of Kaiser Permanente in Atlanta, Georgia | [MUSIC] |
| Centers for Disease Control & Prevention National Diabetes Prevention Program (DPP)What It Means to Be a Program Coordinator: Organizational Preparation to Implement the ProgramSetting Up a Program | [MUSIC] |
| Diabetes Prevention Recognition Program (DPRP) Organizational Capacity Assessment* Watch technical assistance video
* Complete the assessment on the National DPP website atcdc.gov/diabetes/prevention/lifestyle-program/apply\_recognition.html
* Make sure all program aspects adhere to the DPRP Standards
* Review and discuss with staff
 | HOST: Before you make thecommitment to offerthe CDC NationalDiabetes Prevention Program'slifestyle change program,view the organizational capacitytechnical assistance video,and complete the OrganizationalCapacity Assessmenton the National DPP website.This will help you decidewhether your organizationhas the necessarystaff, support, and resourcesto begin offering the program.Make sure allaspects of the program,such as scheduling classes andcollecting and submitting data,adhere to the DiabetesPrevention Recognition Program'sStandards and OperatingProcedures, or DPRP Standards.Review and discuss theStandards with your staff,answer anyquestions they may have,and confirm theircommitment to the program. |
| Miriam Bell, Program Coordinator for a CDC-Recognized National DPP Organization | MIRIAM: It's veryimportant for all staffto understand theDPRP Standards so thatwhen they are facilitatingclasses for the participants,they understand what arethe key components of the class… |
| * Understand key program components
* Reinforce importance of attending class
 | …so they canreinforce to the participantsthe importanceof attending class.And also they'reable to let the membersor the participantsknow why they are important.They need to makesure so that we make surethat we check off allof the appropriate boxesin terms ofrecording participant weightand also recording theminutes of exercise or activityeach week, which are veryimportant for us to capture. |
| Your responsibilities* Know your organization’s effective date
	+ Is the 1st day of month following approval
	+ Determines data due dates
* Develop master class schedule
* Plan session delivery approach
 | HOST: Once your organizationhas everything in place,and you've beengranted CDC recognition,you can begin offering classes.Keep in mind that yourorganization's effective date --the first day of the monthfollowing your approval --is used todetermine the due datesfor your requireddata submissions.As Program Coordinator, you'reresponsible for working withyour staff to develop a masterschedule of all the classes,including dates,times, and locations.Be sure you have aplan for deliveringregular and make-up sessions.There are many toolsthat can help with this.Miriam explainswhat her program uses. |
|  | MIRIAM: So another aspect thatwe use or another toolthat we use is Outlook Groups,which is a web-based appthat all of our [National] DPPLifestyle Coaches are connectedvia that so they'reable to communicatewith each other ontheir smartphones.We're able to use that not onlyto address logistical issuesbut also to sharepertinent informationabout the [National]Diabetes Prevention Program. |
| Participant recruitment* Participate at community screenings
* Speak at a health fair
* Hold an introductory class – Session Zero
 | HOST: Of course, beforeyou can have classes,you need to recruiteligible participants.Eligibility criteria areincluded in the DPRP Standards.Participating in a community-sponsored screening eventor speaking at a healthfair is a great way to recruit.Another useful method isto hold an introductory classbefore the first session,referred to as Session Zero, toexplain the program and screenparticipants for eligibility.You can learn moreabout these sessionsin the Program Coordinator video"Recruitment and Retention."Lifestyle Coacheslead the sessions.You should provide them withongoing support and trainingon topics such asmotivational interviewing.This is a participant-centeredapproach to behavior changewhich helpsencourage participantsto reach their individual goals. |
|  | MIRIAM: Additional training,it's really important for usto provide additional trainingand education opportunitiesfor our Lifestyle Coaches.One thing that we do is webring our Lifestyle Coachesback to our regionaloffice twice a year,and we just do alot of roleplaying;we do updates in terms of justthe day-to-day operationsof the [National] DPP.But it's anopportunity to createcamaraderie among the group.It's an opportunityfor them to learn aboutbest practices from each other. |
| Ongoing Lifestyle Coach support* Help launch classes
* Schedule post-data collection reviews
* Provide ongoing support and training
 | HOST: You need to help LifestyleCoaches set up their classes,but this is only the first step.You should alsoschedule post-data reviewswith your Lifestyle Coachesto evaluate the required weightand physical activity datathey collect from participants.This will help both youand your Lifestyle Coachesto work together to identifyareas that need improvement. |
| Participant progress tracking* Ensure logs are filled out
* Verify data is collected regularly
 | MIRIAM:We work with theLifestyle Coachesto track theprogress of the participantsby again ensuring thatthose participant logsare filled out thoroughly andcompletely every single week.Because it is alot of data to manage,we want to make surethat there is diligenceto collecting thatinformation on a regular basis. |
| Program attendance* Lasts 12 months
	+ ≥ 16 weekly sessions in first 6 months
	+ ≥ 6 monthly sessions in second 6 months
* Encourage participants to attend at least 22 sessions
 | HOST: Program Coordinatorsalso serve a key role inworking with Lifestyle Coacheson attendance requirements.The DPRP Standards require thatat least 16 weekly sessionsbe offered during thefirst six months, and at leastsix monthly sessionsduring the second six months.You should work togetherwith your Lifestyle Coachesto find the best ways toencourage participants toremain in the lifestylechange program for the entire12 months, and to completethe required 22 sessions.If you are able toadd more sessions,especially duringthe transition fromweekly to monthly sessionsin the second six months,participantattendance may increase.Additionalsessions must use a modulefrom a CDC-approved curriculum.Curriculum modules may berepeated for this purpose.Unexpected circumstances,such as bad weather,can get in theway of attendance.However, you canprepare for this.Have a plan for communicatingscheduling updates.And remember, offering make-upsessions is very importantwhen classes must be cancelled.From having theright staff and resourcesto advanced planningfor make-up classes,setting up your programis crucial to its success,and CDC is alwaysavailable to help you do it. |
| Learn more:cdc.gov/diabetes/prevention.html Questions?Email to DPRPAsk@cdc.gov  | To learn more, watch the rest ofthe Program Coordinator 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 Program Coordinator: Organizational Preparation to Implement the ProgramRecruitment and Retention |  |
|  | HOST:Participants are the main focusof the NationalDiabetes Prevention Program'slifestyle change program.As a programcoordinator, recruiting andretaining participants are twoof your most important roles.There are many ways youcan recruit participants,such as collaborating andbuilding partnerships withphysician practices, pharmacies,and other health care groups. |
| Miriam Bell, Program Coordinator for a CDC-Recognized National DPP Organization | MIRIAM:So physician buy-in,having the physicians go outand speak to other physiciansabout the [National] DPPand about theimportance of it…  |
| Diabetes Prevention Recognition Program (DPRP) recruitment* Physician buy-in
* Patient referrals
 | and aboutthe different resourcesthat are available has beenreally, really important forgetting our physicians to feelconfident in referring theirpatients to the [National] DPP. |
| Participant recruitment* Collaborate with health care groups
* Work with employers and insurers
* Have a variety of local community partners
* Use peer recruiting and word-of-mouth
* Recruit at testing and screening events
 | HOST:You can also work withemployers and insurersand encourage them to includethe lifestyle change programas a covered benefit.In addition, you should includeother local community partnersas part of your referralnetwork, such as senior centers,faith-based organizations, andother social service agencies.Peer recruiting andword-of-mouth,along with targetedefforts such asrecruiting at testing andscreening eventsfor type 2 diabetes,can be highly effective. |
| Targeted outreach* Help motivated people sign up
* Reach people with the most need
 | MIRIAM:I mean, we do suchtargeted outreach.I think our numbersshow that, you know,we have over 80 percent ofour participants have A1C,have a lab-confirmed blood test.And I think thattargeted communicationreally plays a role in helpingpeople who are motivatedreally respond tothat call to action.So we have a lot of motivatedpeople who decide to sign upand participate inthe [National] DPP,and I think that's areally key first step bymaking sure we reach those folkswho really need the programwho are mostappropriate for the program. |
|  | HOST: Lifestyle Coaches, who leadyour program's classes, arethe ones who keep participantsmotivated and coming back.To do this, they needto be motivated by you,the Program Coordinator. |
| Most important role* Ensure Lifestyle Coaches remain motivated and aware
 | MIRIAM:As Program Coordinator,I think my mostimportant role is ensuring thatthe Lifestyle Coachesremain motivated and aware.We want to make sure thatthey don't lose their steam,because the [National] DPPis a year-long commitment.And so they have to remainmotivated and enthusiasticabout theprogram because in turnthey help our membersmaintain that motivationto successfullycomplete the program. |
| Lifestyle Coaches ongoing support and training * Build skills
* Improve attendance
* Help participants work as a team to reach goals
* Schedule activities outside of regular sessions
 | HOST: Lifestyle Coaches also needongoing support and trainingto build their skills.Motivated and skilledLifestyle Coaches can improveprogram attendance and helpparticipants reach their goals.Find ways to help LifestyleCoaches rally participantsto work together as ateam to meet program goals.Lifestyle Coachesmay find it challengingto keep participantsengaged for the full 12 months.As programcoordinator, you can help themfind new ways toengage participants.Schedule activities outside ofregular sessions such as danceclasses, grocery tours, orhealthy cooking demonstrations. |
| * Be accessible and work together
	+ Learn best practices
	+ Address challenges
	+ Remain enthusiastic and motivated
 | MIRIAM:It's my job ormy responsibilityto make sure that I'maccessible to hearingwhat the differentchallenges they may faceas Lifestyle Coachesand really work with themand communicateand create a senseof community amongstthe Lifestyle Coachesso that we can all work togetherto learn about best practices,figure out how weaddress challenges, and againremain enthusiastic andmotivated around this program. |
|   | HOST:Your role as a programcoordinator is integralto the success of yourstaff, your participants,and yourlifestyle change program.Recruiting participantsand keeping them coming backtakes work, but withenthusiasm, motivation,and help fromCDC, you can do it. |
| 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 programcoordinator 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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