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| GRAPHICS | TRANSCRIPT |
| Centers for Disease Control & Prevention  National Diabetes Prevention Program  What It Means to Be a Program Coordinator: Organizational Preparation to Implement the Program  Organizational 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 implement  the National DPP  lifestyle change program,  your organization needs  the right staff and resources.  As Program Coordinator,  your responsibilities include  overseeing daily operations;  making sure the program meets  the quality  performance outcomes of  the Diabetes Prevention  Recognition Program, or DPRP;  disseminating information and  guidance across all networks;  keeping your staff up-to-date  on CDC communications; and  performing other functions, such  as publicity and marketing.  You also have a key role in  ensuring that your organization  is fully ready to  offer the program, including  completing the Organizational  Capacity Assessment and  providing training for Lifestyle  Coaches and other staff,  such as the data preparer.  Lifestyle Coaches  are on the front lines  delivering your  lifestyle change program.  And while Lifestyle Coaches are  sometimes health professionals,  they do not have to be.  Lay health workers, such as  community health workers or  promotoras and health educators  may also serve in this role.  All Lifestyle Coaches  must be trained to use  a CDC-approved curriculum. But  this is only the starting point.  You will need to provide  coaches with ongoing support  and guidance,  especially if they are new.  This could include mentoring  or offering additional  skills-based training.  Have regular discussions  and performance reviews  with your staff to  evaluate how things are going  and address any  issues they might have. |
| Miriam Bell, Program Coordinator for a CDC-Recognized National DPP Organization  Lifestyle Coach evaluation   * Check participant logs and data * Ensure coaches   + Cover proper content   + Motivate   + Interact well with participants | MIRIAM:  The way that we  evaluate our Lifestyle Coaches  is we do have a master  trainer that is available  to act as a mentor, especially  for our new Lifestyle Coaches,  but also we evaluate  their participant logs  that they turn in  every single week,  just making sure that they're  meeting the requirements  in terms of capturing all of  the data elements  that are required,  because that's such an important  aspect of this program,  and that our master trainer  does go out and does evaluation  to make sure that we're covering  the appropriate content  of the [National] DPP and  that they're using  proper motivational interviewing  techniques and just  really interacting with our  participants 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 Coaches  also collect critical  weight and  physical activity data.  If possible, you may want to  add a specific data preparer  to your staff to  record and submit these data.  In larger organizations,  roles can be divided  among different staff members,  and in smaller organizations  a single person  may handle every role.  Always align your staffing  with the goals and strategies  of the lifestyle change program  and your  organization's capabilities.  For instance, you may need  staff with specific expertise,  such as speaking  another language. |
| Lifestyle Coaches   * Are nonjudgmental * Treat participants with dignity and respect * Adapt program for other languages, depending on demand | MIRIAM: As part of the training  for our Lifestyle  Coaches, you know,  they're expected to  meet people where they are  and to just listen  to the information  that they're sharing  in a nonjudgmental way.  We treat all of our members  with dignity and respect.  Unfortunately, we do not have a  session that is all in Spanish.  We just have not had  that demand just yet,  but we do have Lifestyle  Coaches that are bilingual.  And so if that need ever arises,  if we ever get a critical mass  of members who would prefer  for the [National] DPP to be  provided in Spanish, we could. |
| Understand DPRP Standards   * To view the DPRP Standards visit cdc.gov/diabetes/prevention/lifestyle-program/requirements.html | HOST:  CDC offers approved  curricula in Spanish,  should your  organization need it.  As a program  coordinator, you must have  a complete understanding  of the requirements  for achieving and maintaining  full CDC recognition  described in the Diabetes  Prevention Recognition Program's  Standards and Operating  Procedures, or DPRP Standards. |
| * Reinforce DPRP Standards * Share their importance with participants | MIRIAM:  It is important for  the staff to understand  what the DPRP Standards  are, because as they are out  working in the  field with participants,  they're able to reinforce what  those important standards are.  And also, they're  able to let the members  or the participants  know 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 CDC  recognition, you should also  encourage your staff to  carefully read the DPRP  Standards and understand their  roles and responsibilities.  Using the resources on  the CDC National DPP website  will help with this, especially  the technical assistance video  on the Organizational  Capacity Assessment,  which will help you  identify your organization's  strengths and weaknesses  and pinpoint any areas  that need to be addressed  before 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 CDC  capacity tool helped us  address key questions that the  organization needs to answer to  figure out whether or not this  is something that we can do.  So do you have  leadership support?  So that was one of  the first questions  on the capacity  assessment that let us know  that that's really important,  because you have to have  the support of your leadership  for anything to be successful.  Also, do you have  the logistical capacity?  Do you have the capacity to  identify people who are at risk?  We have HealthConnect, which is  our electronic medical record.  And so that helps us  really easily identify  people who are at risk.  So we knew very early on  what our demand would be.  We knew how many members  we had who were at risk. |
| Learn more:  cdc.gov/diabetes/prevention.html    Questions?  Email to DPRPAsk@cdc.gov | HOST: While the Program Coordinator  has many roles to play,  CDC is available to help  you every step of the way  as you deliver your  lifestyle change program.  Be sure you and  your staff participate  in all relevant CDC  webinars, including the ones  for new organizations and  for data entry and submission.  To learn more about  organizational infrastructure  and what else it  takes to make your  National DPP lifestyle  change program a success,  watch the rest of the  Program Coordinator 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 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 Program  Setting Up a Program | [MUSIC] |
| Diabetes Prevention Recognition Program (DPRP) Organizational Capacity Assessment   * Watch technical assistance video * Complete the assessment on the National DPP website at cdc.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 the  commitment to offer  the CDC National  Diabetes Prevention Program's  lifestyle change program,  view the organizational capacity  technical assistance video,  and complete the Organizational  Capacity Assessment  on the National DPP website.  This will help you decide  whether your organization  has the necessary  staff, support, and resources  to begin offering the program.  Make sure all  aspects of the program,  such as scheduling classes and  collecting and submitting data,  adhere to the Diabetes  Prevention Recognition Program's  Standards and Operating  Procedures, or DPRP Standards.  Review and discuss the  Standards with your staff,  answer any  questions they may have,  and confirm their  commitment to the program. |
| Miriam Bell, Program Coordinator for a CDC-Recognized National DPP Organization | MIRIAM: It's very  important for all staff  to understand the  DPRP Standards so that  when they are facilitating  classes for the participants,  they understand what are  the key components of the class… |
| * Understand key program components * Reinforce importance of attending class | …so they can  reinforce to the participants  the importance  of attending class.  And also they're  able to let the members  or the participants  know why they are important.  They need to make  sure so that we make sure  that we check off all  of the appropriate boxes  in terms of  recording participant weight  and also recording the  minutes of exercise or activity  each week, which are very  important 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 organization  has everything in place,  and you've been  granted CDC recognition,  you can begin offering classes.  Keep in mind that your  organization's effective date --  the first day of the month  following your approval --  is used to  determine the due dates  for your required  data submissions.  As Program Coordinator, you're  responsible for working with  your staff to develop a master  schedule of all the classes,  including dates,  times, and locations.  Be sure you have a  plan for delivering  regular and make-up sessions.  There are many tools  that can help with this.  Miriam explains  what her program uses. |
|  | MIRIAM: So another aspect that  we use or another tool  that we use is Outlook Groups,  which is a web-based app  that all of our [National] DPP  Lifestyle Coaches are connected  via that so they're  able to communicate  with each other on  their smartphones.  We're able to use that not only  to address logistical issues  but also to share  pertinent information  about 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, before  you can have classes,  you need to recruit  eligible participants.  Eligibility criteria are  included in the DPRP Standards.  Participating in a community-  sponsored screening event  or speaking at a health  fair is a great way to recruit.  Another useful method is  to hold an introductory class  before the first session,  referred to as Session Zero, to  explain the program and screen  participants for eligibility.  You can learn more  about these sessions  in the Program Coordinator video  "Recruitment and Retention."  Lifestyle Coaches  lead the sessions.  You should provide them with  ongoing support and training  on topics such as  motivational interviewing.  This is a participant-centered  approach to behavior change  which helps  encourage participants  to reach their individual goals. |
|  | MIRIAM: Additional training,  it's really important for us  to provide additional training  and education opportunities  for our Lifestyle Coaches.  One thing that we do is we  bring our Lifestyle Coaches  back to our regional  office twice a year,  and we just do a  lot of roleplaying;  we do updates in terms of just  the day-to-day operations  of the [National] DPP.  But it's an  opportunity to create  camaraderie among the group.  It's an opportunity  for them to learn about  best 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 Lifestyle  Coaches set up their classes,  but this is only the first step.  You should also  schedule post-data reviews  with your Lifestyle Coaches  to evaluate the required weight  and physical activity data  they collect from participants.  This will help both you  and your Lifestyle Coaches  to work together to identify  areas that need improvement. |
| Participant progress tracking   * Ensure logs are filled out * Verify data is collected regularly | MIRIAM:  We work with the  Lifestyle Coaches  to track the  progress of the participants  by again ensuring that  those participant logs  are filled out thoroughly and  completely every single week.  Because it is a  lot of data to manage,  we want to make sure  that there is diligence  to collecting that  information 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 Coordinators  also serve a key role in  working with Lifestyle Coaches  on attendance requirements.  The DPRP Standards require that  at least 16 weekly sessions  be offered during the  first six months, and at least  six monthly sessions  during the second six months.  You should work together  with your Lifestyle Coaches  to find the best ways to  encourage participants to  remain in the lifestyle  change program for the entire  12 months, and to complete  the required 22 sessions.  If you are able to  add more sessions,  especially during  the transition from  weekly to monthly sessions  in the second six months,  participant  attendance may increase.  Additional  sessions must use a module  from a CDC-approved curriculum.  Curriculum modules may be  repeated for this purpose.  Unexpected circumstances,  such as bad weather,  can get in the  way of attendance.  However, you can  prepare for this.  Have a plan for communicating  scheduling updates.  And remember, offering make-up  sessions is very important  when classes must be cancelled.  From having the  right staff and resources  to advanced planning  for make-up classes,  setting up your program  is crucial to its success,  and CDC is always  available to help you do it. |
| Learn more:  cdc.gov/diabetes/prevention.html    Questions?  Email to DPRPAsk@cdc.gov | To learn more, watch the rest of  the Program Coordinator 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 Program Coordinator: Organizational Preparation to Implement the Program  Recruitment and Retention |  |
|  | HOST:  Participants are the main focus  of the National  Diabetes Prevention Program's  lifestyle change program.  As a program  coordinator, recruiting and  retaining participants are two  of your most important roles.  There are many ways you  can recruit participants,  such as collaborating and  building partnerships with  physician 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 out  and speak to other physicians  about the [National] DPP  and about the  importance of it… |
| Diabetes Prevention Recognition Program (DPRP) recruitment   * Physician buy-in * Patient referrals | and about  the different resources  that are available has been  really, really important for  getting our physicians to feel  confident in referring their  patients 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 with  employers and insurers  and encourage them to include  the lifestyle change program  as a covered benefit.  In addition, you should include  other local community partners  as part of your referral  network, such as senior centers,  faith-based organizations, and  other social service agencies.  Peer recruiting and  word-of-mouth,  along with targeted  efforts such as  recruiting at testing and  screening events  for 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 such  targeted outreach.  I think our numbers  show that, you know,  we have over 80 percent of  our participants have A1C,  have a lab-confirmed blood test.  And I think that  targeted communication  really plays a role in helping  people who are motivated  really respond to  that call to action.  So we have a lot of motivated  people who decide to sign up  and participate in  the [National] DPP,  and I think that's a  really key first step by  making sure we reach those folks  who really need the program  who are most  appropriate for the program. |
|  | HOST: Lifestyle Coaches, who lead  your program's classes, are  the ones who keep participants  motivated and coming back.  To do this, they need  to be motivated by you,  the Program Coordinator. |
| Most important role   * Ensure Lifestyle Coaches remain motivated and aware | MIRIAM:  As Program Coordinator,  I think my most  important role is ensuring that  the Lifestyle Coaches  remain motivated and aware.  We want to make sure that  they don't lose their steam,  because the [National] DPP  is a year-long commitment.  And so they have to remain  motivated and enthusiastic  about the  program because in turn  they help our members  maintain that motivation  to successfully  complete 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 need  ongoing support and training  to build their skills.  Motivated and skilled  Lifestyle Coaches can improve  program attendance and help  participants reach their goals.  Find ways to help Lifestyle  Coaches rally participants  to work together as a  team to meet program goals.  Lifestyle Coaches  may find it challenging  to keep participants  engaged for the full 12 months.  As program  coordinator, you can help them  find new ways to  engage participants.  Schedule activities outside of  regular sessions such as dance  classes, grocery tours, or  healthy cooking demonstrations. |
| * Be accessible and work together   + Learn best practices   + Address challenges   + Remain enthusiastic and motivated | MIRIAM:  It's my job or  my responsibility  to make sure that I'm  accessible to hearing  what the different  challenges they may face  as Lifestyle Coaches  and really work with them  and communicate  and create a sense  of community amongst  the Lifestyle Coaches  so that we can all work together  to learn about best practices,  figure out how we  address challenges, and again  remain enthusiastic and  motivated around this program. |
|  | HOST:  Your role as a program  coordinator is integral  to the success of your  staff, your participants,  and your  lifestyle change program.  Recruiting participants  and keeping them coming back  takes work, but with  enthusiasm, motivation,  and help from  CDC, you can do it. |
| Learn more:  cdc.gov/diabetes/prevention.html    Questions?  Email to DPRPAsk@cdc.gov | To learn more, visit  CDC's National DPP website,  or refer back to  any of the videos  in the program  coordinator 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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