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| GRAPHICS | TRANSCRIPT |
| Centers for Disease Control & Prevention  National Diabetes Prevention Program (DPP)  What It Means to Be a Program Coordinator:  Program Coordinator Responsibilities | [MUSIC] |
| Diabetes Prevention Recognition Program (DPRP) Program Coordinator roles   * Oversee daily operations * Support Lifestyle Coaches   Meet DPRP quality performance outcomes | HOST:  Program Coordinators  in a CDC-recognized  lifestyle change  program play many roles.  These roles include  overseeing daily operations,  supporting and  guiding Lifestyle Coaches,  and making sure  the program meets  the quality  performance standards  of the Diabetes Prevention  Recognition Program, or DPRP.  In this video, one  of a four-part series,  Program Coordinator Miriam Bell  explains her roles  and responsibilities. |
| Miriam Bell, Program Coordinator for a CDC-Recognized National DPP Organization | MIRIAM:  I think that my  most important role  is really helping to  keep the team motivated. |
| * Motivate the team * Handle program logistics * Provide training | There are a lot of  moving parts to it.  There is a huge  data element part.  There is a huge logistical part.  There's a huge training  component to it as well.  And so it's just really  important to understand  all of those different pieces  and explain to people the  importance of their role.  And I think when people  understand what their role is,  that helps keep  their motivation intact  and then that  translates into motivation  that their enthusiasm  then gets transmitted  or communicated to the  participants in the class. |
| Understand DPRP Standards   * Outline quality assurance framework * Provide essential information on   + Recognition requirements   + Application and data submission procedures   + Staffing eligibility, roles and responsibilities   **DPRP Standards:** cdc.gov/diabetes/prevention/lifestyle-program/requirements.html | HOST:  To help your staff members  fully understand their roles,  make sure they  have read the DPRP  Standards and  Operating Procedures.  The DPRP Standards outline the  quality performance measures  for delivering the  lifestyle change program  and provide  essential information  about the requirements  for CDC recognition.  They explain the application  and data submission procedures,  and provide information  about staff eligibility,  roles and responsibilities. |
|  | MIRIAM:  It is important  for all of the staff  to understand what  the DPRP Standards are,  because the DPRP Standards  cover a wide range of topics.  And so we have different  staff that are responsible  for different  aspects of the program,  and so they're going to need to  know what those standards are  so that they understand what  their responsibilities are. |
| Staff responsibilities   * Described in DPRP Standards * Need to understand requirements * Reinforce importance of program goals | But I think most importantly  for our Lifestyle Coaches,  we really want them  to be very well-versed  and have a good understanding  of what those requirements are  so that as they are out in the  field working with the members,  that they can reinforce with the  members why it's so important  for them to come every  single week for 16 weeks  and then once we taper  off to every other week  during the months  seven through 12, you know,  why it's so  important for them to continue  to have that  connection going forward. |
| * Identify the best way to deliver the lifestyle change program for your organization * Remember the role of attendance in helping participants meet their weight loss goals | HOST:  Program Coordinators must  work with their organization  to find the best ways to offer  the lifestyle change  program with integrity.  Sessions can be  offered more frequently  than the minimum requirements  of 16 weekly sessions  in the first six months  and six monthly sessions  in the second six months.  Offering biweekly sessions  after the first six months  as a means to help  participants transition  from weekly to monthly sessions  can be a very effective tool in  keeping participants engaged,  while also  helping your organization  achieve the attendance goals.  While achieving  recognition is important to you  as the Program Coordinator,  always keep in mind  the important role of attendance  in helping participants  meet their  individual weight loss goals.  Offering more than the  minimum required sessions  in the Standards could  boost participant success. |
| Program success   * Balance organizational needs with DPRP requirements * Have leadership support | MIRIAM:  So we balance  organizational needs  with the DPRP requirements by  having that leadership support.  So, you know, we've been  given or I have been given  the responsibility to  make sure that this program  is implemented  properly and implemented  in a manner in which  it will be successful.  And so the way that you make  sure that it's successful is by  looking at what the different  requirements are and really  putting the systems in place  that can help you achieve it. |
| Monitor participant data   * Review data on an ongoing basis * Identify program areas requiring improvement * Use dashboards and summary sheets * Review with staff members * Strategize to improve success * Appoint a staff member to help conduct quality assurance | HOST:  Program Coordinators  play a critical role  in monitoring participant data.  By reviewing participant  data on an ongoing basis,  you can make sure  that participants  are progressing  toward their goals.  Continuous monitoring  will also help you to identify  the areas of your program  that require improvement  and tailor training  and technical assistance  for Lifestyle Coaches.  Dashboards and summary  sheets can provide your team  with helpful progress details.  Review program data regularly  with your Lifestyle Coaches  and other  relevant staff members,  and strategize ways to  improve participant performance  and program success.  It also helps to  appoint a staff member  to help you  conduct quality assurance. |
| Data collection   * Make sure information is complete * Ensure staff understand their responsibilities * Meet CDC deadlines and requirements | MIRIAM: You have to make  sure that the information  that is collected is  thorough and complete.  And so you really have to  stay on top of that because  if you wait, it can become  a little bit overwhelming.  So you want to make  sure that people understand  what their responsibilities are.  The same is for the analysts.  You want to work  with your analyst  and have your analyst provide  you with the deadline of  okay, if this is what the  information is that you need  to provide to the CDC  by this particular date,  what is the  analyst's deadline for me  to get all of that data to them? |
| Data submission   * View requirements in the current DPRP Standards, cdc.gov/diabetes/prevention/lifestyle-program/requirements * Communicate with your staff regularly and the DPRP if needed * Communicate regularly with key stakeholders and partners   DPRP Standards: cdc.gov/diabetes/prevention/lifestyle-program/requirements.html | HOST: As Miriam mentioned,  CDC has very specific  data collection  requirements which can be found  in the current version  of the DPRP Standards.  To make sure your organization  submits data correctly  and on time, you need to  communicate and interact  with your staff on a  regular basis and, if needed,  contact the DPRP for  technical assistance.  In addition to  communicating with your staff,  you also need to  communicate frequently  with your key  stakeholders and partners.  The number and type of  stakeholders and partners  will vary based on the  size and type of organization. |
|  | Larger organizations,  such as Miriam's,  might require more staff  to maintain daily operations  and more partners with whom you  would discuss program progress.  No matter what your  organization's size,  it's most important to assure  that you have the capacity  to deliver a  lifestyle change program,  including employing enough  trained Lifestyle Coaches  to accommodate the number of  participants you have enrolled.  Having someone skilled  who can collect and submit  program data to  CDC is also important.  Depending on the number of  participants you have enrolled,  you might find it helpful to  employ a designated staff member  to support data entry  and submission to CDC.  The more participants you have,  the more data you will have!  Miriam's program is a good  example of an organization  with lots of data due to  high participant enrollment. |
| Key stakeholder examples   * Quality assurance staff * Physician partner * Training staff * Data analyst * Health education staff | MIRIAM:  My key  stakeholders are my boss.  So we have a quality department,  so our VP of Quality,  is kept very up to  date on what's going on  with the [National]  Diabetes Prevention Program.  I have a physician partner  who helps get messages out  to the medical staff about  what's going on with the  [National] DPP and to  encourage participation.  I also have our Manager of  Nutrition Services who really is  critical in ensuring that the  Lifestyle Coaches are trained.  I also have an analyst. Our  analyst plays a really big role.  We are collecting just mountains  and mountains of data,  and so we have to get that  information to the analyst  and make sure that  it is compiled properly  so that it can be uploaded  to the CDC for evaluation.  And also our Manager  of Health Education,  our Coordinator  of Health Education  who just handles the  logistics of ensuring  that these classes  go off without a hitch. |
|  | HOST:  Supporting Lifestyle Coaches  is one of the most important  roles for a Program Coordinator.  Research has shown that  fully trained and committed  Lifestyle Coaches have the most  significant impact  on participant success. |
| Support for Lifestyle Coaches   * Offer guidance * Encourage participation * Promote interactions with other Lifestyle Coaches * Provide continual feedback * Facilitate mentoring | Offer them guidance  on program delivery,  data collection,  and quality assurance.  Encourage them to participate in  CDC webinars,  calls, and meetings.  Promote interactions  with other Lifestyle Coaches.  Also make sure you provide  them with continual feedback  so they can  adjust their approach  to achieve more  successful outcomes.  New Lifestyle Coaches, or  those who want more training,  may benefit from  being mentored by a  more experienced Lifestyle Coach  or master trainer, or both. |
| Master Trainer   * Trains new Lifestyle Coaches * Promotes peer mentoring * Shares best practices * Uses tools for communication * Exchange information * Have conversations in real time | MIRIAM:  Our master  trainer has implemented  a mentorship program.  So she trains  additional Lifestyle Coaches.  And so for people  who are newly trained,  she pairs them up  with people who have been  teaching the [National]  DPP for a year or more.  They are out in the  field, you know,  teaching the [National] DPP,  but they also teach a  lot of other classes,  a lot of other healthy  living classes for us.  So it's an opportunity to bring  those who are specializing in  teaching the [National] Diabetes  Prevention Program together  just to share best practices  and to share information.  And one person on our staff  is a master trainer, and so she  communicates with them on  a biweekly basis, so we're  using a tool called Outlook  Groups, which allows them  to exchange information  on their mobile devices.  And so she is able  to post information  every other week for them,  whether it's  motivational information  or just information  about the [National] DPP,  information about  the latest and greatest  regarding nutrition  or physical activity,  and they are able  to have a conversation  going that way in real time.  So we do try to create a  lot of different opportunities  for them to interact and to  receive additional training. |
|  | Help Lifestyle  Coaches become more effective  by encouraging  them to connect with  and support their participants. |
| Effective Lifestyle Coaches   * Are motivated * Become part of participants’ lives * Develop a human connection | MIRIAM:  I think  the way that we keep  the Lifestyle  Coaches motivated is,  they meet with the participants  and they become a  really important part  of the participants' lives.  They get to know folks'  life story, folks' challenges.  Just seeing the improvement,  the incremental improvements,  the incremental changes  week after week  after week, that alone  is really motivating for  the Lifestyle Coaches, because  they can really see the direct  result of their hard work.  And so that's really motivating.  And then some  people participate, and  it just may feel like they're  not making any improvements,  but, you know, they  have to encourage members  to maintain their  commitment to the program,  and over time you definitely  can see an improvement.  So just that connection,  that human connection is  just really motivating  for the Lifestyle Coaches. |
|  | Motivation is critical  -- for you, for your staff,  and for the participants.  The greatest motivator of  all is seeing the impact the  lifestyle change program makes  in your participants' lives. |
|  | MIRIAM:  No matter what the  size of your organization,  just know that  whatever work you put into it  can really have a profound  impact on someone's life.  So, whatever you're able  to do, whether you're able  to only hire one Lifestyle  Coach or whether you are  able to hire a whole  cadre of Lifestyle Coaches,  really start where you  are and do what you can  to adhere to the  CDC's requirements,  and even if you're only  able to help one or two people,  it's really worth it. |
|  | With 84.1 million  Americans with prediabetes,  it's important to reach  as many people as possible.  And, as you've heard, program  coordinators play many key roles  in successfully implementing  the National DPP  lifestyle change program.  You are critically  important in ensuring that  organizations  follow the DPRP Standards.  You also are responsible  for guiding Lifestyle Coaches  and helping the  coaches support participants. |
| Learn more:  cdc.gov/diabetes/prevention.html    Questions?  Email to DPRPAsk@cdc.gov | To learn more about  being a Program Coordinator,  watch the rest of  the video 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] |