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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 Coordinatorsin a CDC-recognizedlifestyle changeprogram play many roles.These roles includeoverseeing daily operations,supporting andguiding Lifestyle Coaches,and making surethe program meetsthe qualityperformance standardsof the Diabetes PreventionRecognition Program, or DPRP.In this video, oneof a four-part series,Program Coordinator Miriam Bellexplains her rolesand responsibilities. |
| Miriam Bell, Program Coordinator for a CDC-Recognized National DPP Organization | MIRIAM:I think that mymost important roleis really helping tokeep the team motivated. |
| * Motivate the team
* Handle program logistics
* Provide training
 | There are a lot ofmoving parts to it.There is a hugedata element part.There is a huge logistical part.There's a huge trainingcomponent to it as well.And so it's just reallyimportant to understandall of those different piecesand explain to people theimportance of their role.And I think when peopleunderstand what their role is,that helps keeptheir motivation intactand then thattranslates into motivationthat their enthusiasmthen gets transmittedor communicated to theparticipants 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 membersfully understand their roles,make sure theyhave read the DPRPStandards andOperating Procedures.The DPRP Standards outline thequality performance measuresfor delivering thelifestyle change programand provideessential informationabout the requirementsfor CDC recognition.They explain the applicationand data submission procedures,and provide informationabout staff eligibility,roles and responsibilities. |
|  | MIRIAM: It is importantfor all of the staffto understand whatthe DPRP Standards are,because the DPRP Standardscover a wide range of topics.And so we have differentstaff that are responsiblefor differentaspects of the program,and so they're going to need toknow what those standards areso that they understand whattheir responsibilities are. |
| Staff responsibilities* Described in DPRP Standards
* Need to understand requirements
* Reinforce importance of program goals
 | But I think most importantlyfor our Lifestyle Coaches,we really want themto be very well-versedand have a good understandingof what those requirements areso that as they are out in thefield working with the members,that they can reinforce with themembers why it's so importantfor them to come everysingle week for 16 weeksand then once we taperoff to every other weekduring the monthsseven through 12, you know,why it's soimportant for them to continueto have thatconnection 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 mustwork with their organizationto find the best ways to offerthe lifestyle changeprogram with integrity.Sessions can beoffered more frequentlythan the minimum requirementsof 16 weekly sessionsin the first six monthsand six monthly sessionsin the second six months.Offering biweekly sessionsafter the first six monthsas a means to helpparticipants transitionfrom weekly to monthly sessionscan be a very effective tool inkeeping participants engaged,while alsohelping your organizationachieve the attendance goals.While achievingrecognition is important to youas the Program Coordinator,always keep in mindthe important role of attendancein helping participantsmeet theirindividual weight loss goals.Offering more than theminimum required sessionsin the Standards couldboost participant success. |
| Program success* Balance organizational needs with DPRP requirements
* Have leadership support
 | MIRIAM:So we balanceorganizational needswith the DPRP requirements byhaving that leadership support.So, you know, we've beengiven or I have been giventhe responsibility tomake sure that this programis implementedproperly and implementedin a manner in whichit will be successful.And so the way that you makesure that it's successful is bylooking at what the differentrequirements are and reallyputting the systems in placethat 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 Coordinatorsplay a critical rolein monitoring participant data.By reviewing participantdata on an ongoing basis,you can make surethat participantsare progressingtoward their goals.Continuous monitoringwill also help you to identifythe areas of your programthat require improvementand tailor trainingand technical assistancefor Lifestyle Coaches.Dashboards and summarysheets can provide your teamwith helpful progress details.Review program data regularlywith your Lifestyle Coachesand otherrelevant staff members,and strategize ways toimprove participant performanceand program success.It also helps toappoint a staff memberto help youconduct quality assurance. |
| Data collection * Make sure information is complete
* Ensure staff understand their responsibilities
* Meet CDC deadlines and requirements

  | MIRIAM: You have to makesure that the informationthat is collected isthorough and complete.And so you really have tostay on top of that becauseif you wait, it can becomea little bit overwhelming.So you want to makesure that people understandwhat their responsibilities are.The same is for the analysts.You want to workwith your analystand have your analyst provideyou with the deadline ofokay, if this is what theinformation is that you needto provide to the CDCby this particular date,what is theanalyst's deadline for meto 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 specificdata collectionrequirements which can be foundin the current versionof the DPRP Standards.To make sure your organizationsubmits data correctlyand on time, you need tocommunicate and interactwith your staff on aregular basis and, if needed,contact the DPRP fortechnical assistance.In addition tocommunicating with your staff,you also need tocommunicate frequentlywith your keystakeholders and partners.The number and type ofstakeholders and partnerswill vary based on thesize and type of organization. |
|  | Larger organizations,such as Miriam's,might require more staffto maintain daily operationsand more partners with whom youwould discuss program progress.No matter what yourorganization's size,it's most important to assurethat you have the capacityto deliver alifestyle change program,including employing enoughtrained Lifestyle Coachesto accommodate the number ofparticipants you have enrolled.Having someone skilledwho can collect and submitprogram data toCDC is also important.Depending on the number ofparticipants you have enrolled,you might find it helpful toemploy a designated staff memberto support data entryand submission to CDC.The more participants you have,the more data you will have!Miriam's program is a goodexample of an organizationwith lots of data due tohigh participant enrollment. |
| Key stakeholder examples* Quality assurance staff
* Physician partner
* Training staff
* Data analyst
* Health education staff
 | MIRIAM: My keystakeholders are my boss.So we have a quality department,so our VP of Quality,is kept very up todate on what's going onwith the [National]Diabetes Prevention Program.I have a physician partnerwho helps get messages outto the medical staff aboutwhat's going on with the[National] DPP and toencourage participation.I also have our Manager ofNutrition Services who really iscritical in ensuring that theLifestyle Coaches are trained.I also have an analyst. Ouranalyst plays a really big role.We are collecting just mountainsand mountains of data,and so we have to get thatinformation to the analystand make sure thatit is compiled properlyso that it can be uploadedto the CDC for evaluation.And also our Managerof Health Education,our Coordinatorof Health Educationwho just handles thelogistics of ensuringthat these classesgo off without a hitch. |
|  | HOST:Supporting Lifestyle Coachesis one of the most importantroles for a Program Coordinator.Research has shown thatfully trained and committedLifestyle Coaches have the mostsignificant impacton participant success. |
| Support for Lifestyle Coaches* Offer guidance
* Encourage participation
* Promote interactions with other Lifestyle Coaches
* Provide continual feedback
* Facilitate mentoring
 | Offer them guidanceon program delivery,data collection,and quality assurance.Encourage them to participate inCDC webinars,calls, and meetings.Promote interactionswith other Lifestyle Coaches.Also make sure you providethem with continual feedbackso they canadjust their approachto achieve moresuccessful outcomes.New Lifestyle Coaches, orthose who want more training,may benefit frombeing mentored by amore experienced Lifestyle Coachor 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 mastertrainer has implementeda mentorship program.So she trainsadditional Lifestyle Coaches.And so for peoplewho are newly trained,she pairs them upwith people who have beenteaching the [National]DPP for a year or more.They are out in thefield, you know,teaching the [National] DPP,but they also teach alot of other classes,a lot of other healthyliving classes for us.So it's an opportunity to bringthose who are specializing inteaching the [National] DiabetesPrevention Program togetherjust to share best practicesand to share information.And one person on our staffis a master trainer, and so shecommunicates with them ona biweekly basis, so we'reusing a tool called OutlookGroups, which allows themto exchange informationon their mobile devices.And so she is ableto post informationevery other week for them,whether it'smotivational informationor just informationabout the [National] DPP,information aboutthe latest and greatestregarding nutritionor physical activity,and they are ableto have a conversationgoing that way in real time.So we do try to create alot of different opportunitiesfor them to interact and toreceive additional training. |
|  | Help LifestyleCoaches become more effectiveby encouragingthem to connect withand support their participants. |
| Effective Lifestyle Coaches * Are motivated
* Become part of participants’ lives
* Develop a human connection
 | MIRIAM: I thinkthe way that we keepthe LifestyleCoaches motivated is,they meet with the participantsand they become areally important partof the participants' lives.They get to know folks'life story, folks' challenges.Just seeing the improvement,the incremental improvements,the incremental changesweek after weekafter week, that aloneis really motivating forthe Lifestyle Coaches, becausethey can really see the directresult of their hard work.And so that's really motivating.And then somepeople participate, andit just may feel like they'renot making any improvements,but, you know, theyhave to encourage membersto maintain theircommitment to the program,and over time you definitelycan see an improvement.So just that connection,that human connection isjust really motivatingfor the Lifestyle Coaches. |
|  | Motivation is critical-- for you, for your staff,and for the participants.The greatest motivator ofall is seeing the impact thelifestyle change program makesin your participants' lives. |
|  | MIRIAM:No matter what thesize of your organization,just know thatwhatever work you put into itcan really have a profoundimpact on someone's life.So, whatever you're ableto do, whether you're ableto only hire one LifestyleCoach or whether you areable to hire a wholecadre of Lifestyle Coaches,really start where youare and do what you canto adhere to theCDC's requirements,and even if you're onlyable to help one or two people,it's really worth it. |
|  | With 84.1 millionAmericans with prediabetes,it's important to reachas many people as possible.And, as you've heard, programcoordinators play many key rolesin successfully implementingthe National DPPlifestyle change program.You are criticallyimportant in ensuring thatorganizationsfollow the DPRP Standards.You also are responsiblefor guiding Lifestyle Coachesand helping thecoaches support participants. |
| Learn more:cdc.gov/diabetes/prevention.html Questions? Email to DPRPAsk@cdc.gov | To learn more aboutbeing a Program Coordinator,watch the rest ofthe video 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] |