Delivering from a Distance: Reaching People at Home with the National DPP Lifestyle Change Program
Moderator

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If you have a question, please type it in the Chat box.

We will do our best to respond to chat questions during the webinar and will follow up after the event as well.
Objectives for Today

• Identify at least one platform to use for distance learning delivery of the National DPP lifestyle change program

• Explain how to safely and securely collect participant outcomes remotely

• Describe two strategies for making distance learning sessions interactive
Transition Support

• Diabetes Prevention Recognition Program (DPRP) Office Hours

• Distance Learning Resources
  – Technical Assistance
  – Platforms

• Centers for Medicare & Medicaid Services (CMS) changes
Presenter

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PART 1:
Considerations for Distance Learning
Key Telehealth Technologies

- **Teleconferencing**: Live telehealth services occurring between participant and provider where you can hear each other.

- **Video Teleconferencing**: Live telehealth services occurring between participant and provider where you can see and hear each other.
Identifying a Platform
Teleconferencing

• Use of a telephone without video
• **Who?** Participants with no/poor internet connectivity or challenges with technology
• **Why?** Simpler setup – everyone knows phone
• **How?** Different venders are available, and there are some costs involved
Video Teleconferencing

- Video and audio together so you can see and hear each other

- **Who?** Anyone with good internet access

- **Why?** Brings a personal connection, more like being together in the room

- Examples of commercial platforms: Zoom, GoToMeeting, Webex, Adobe Connect, Microsoft Teams, Vidyo, Jabber, Lifesize
How Do I Decide?

- What engagement features do you want for class delivery?
- How easy is it for Lifestyle Coaches and participants to use?
- How many host licenses do you need?
- Am I being HIPAA-compliant with my organization’s or payors’ requirements?
Engagement Features

MUST HAVE
- Video teleconferencing
- Phone option
- See participants’ names/who is speaking
- Coach can show slides
- Coach can share applications

NICE TO HAVE
- Whiteboard
- Participant can share screen
- Break-out rooms
- Polls
- Reactions
Ease of Use

• Assume your participants don’t know how to use the technology
• Simplify directions to access class
• Provide training or materials to group participants
• Choose a platform that is easy for you to use too!
Host/Organizer Licenses

• Cost varies by platform, license, and capacity
• Allows license holder to provide unlimited number of classes
• A word of caution on free plans
• Larger organizations with concurrent classes will need more host/organizer licenses
HIPAA Compliance

- HIPAA regulations protect people’s private health information
- Important to review local/state laws and organization-specific requirements
- State/federal policies have loosened in this public health emergency
- Who must typically comply with HIPAA rules?
  - Healthcare providers, hospitals, health clinics, pharmacies, etc.
  - Health plans and Medicare/Medicaid
- All organizations should protect individual-level identifiable data such as participant records, according to HIPAA
Can I Receive Emails and Texts from Participants?

YES

“HIPAA security rule does not apply to emails or texts from patients. A patient may send health information to you using email or texting that is not secure. The health information becomes protected by the HIPAA Rules once you receive it.” (Office for Civil Rights (OCR) Guide - p.31)

- Inform participants that email communications are not secure
- Give them alternative options
Capturing Participant Outcomes

**Weight**
- Patient sends self-report to email/text
- Patient sends picture of scale with weight to email/text

**Physical activity minutes**
- Patient sends self-report through email/text

**Attendance**
- Distance learning: Can see during meeting
Final Pieces of Advice

• Have back up plan for technical difficulties
• Set up with the future in mind
• Train, train, and retrain - make it hard to fail
• Just do it – “Don’t let the perfect be the enemy of the good.”
PART 2:
Facilitating Over a Distance
Fundamentals of the Lifestyle Coach Approach

Regardless of delivery modality

“The most important communication is the communication that happens between participants.”
-Look Ahead Trial

• Use a facilitation approach vs. a teaching approach
• Rely on group dialogue to bring out issues and engage in problem solving
• Believe in participants’ own expertise
• Ensure that group conversations and examples are relevant to the participants’ culture and other realities
Some Basics
Acknowledge the Newness

For some Lifestyle Coaches and participants, distance learning will be a new experience

- May feel awkward at first
- May take time to adjust
- Be open to this new way of connecting
- Use humor
Ease Participants into Technology

• Acknowledge that this is a new experience
• Expect some bumps
• Be flexible and patient
Session Tips

• Revise or develop group guidelines
• Use icebreakers to set tone and take roll as needed
• Focus on facilitation—participants’ voices should be more dominant
• Display session handouts as able
• Be creative
Ground Rules for Distance Groups

• Take time to discuss group expectations—even if you have done that before
• Set expectations for engagement
• Acknowledge the differences between in-person and distance groups
• Reassure the group

Class Guidelines

- Be engaged just as you would if we were meeting in person.
- Take this time for you! Avoid multi-tasking.
- State your name when you speak up!
- It will get more comfortable each time we have class 😊
- Weigh yourselves on your own and email me the results.
Begin Each Session with an Icebreaker

• Helps with attendance taking if using teleconferencing
• Gives everyone a “voice” early in the session
• Sets the tone for group participation
• Can bring levity

“When I call your name, give us a one word hashtag # for how your day has been.” Sarah, will you get us started?
Display Handouts to Guide the Conversation

- Screen share CDC participant handouts
- Use slides that depict handouts
  - VCDPPE has slides with handouts and prompts
  - DTTAC has slides with either Prevent T2 or Original 2012 curriculum handouts available on Common Ground
  - Spanish CDC participant handout slides for both curriculums available on Common Ground after June 1
Facilitation Skills

• The same facilitation skills used to create an engaging in-person group session are useful in distance learning.
• Be prepared with powerful questioning and options for facilitation strategies for each session.
• Calling on participants by name is often helpful in distance learning.
Get Creative

• Share relevant videos

• Take a physical activity break

• Play a game together

• Use images as visual cues for discussion (e.g., for food triggers)
Circle the emoji that best represents your experience of food tracking this past week.

- Why is this so hard?
- Tracker? What tracker?
- Easy breezy, lemon squeezy
- Some pain, some gain

Using Technology for Engagement
Encourage Webcam Use

- Helps participants feel connected
- Increases engagement
- Easier for Lifestyle Coach
- At minimum, the Lifestyle Coach should be on camera if possible
- If using a webcam is not possible, have participants create a profile picture that can be shown

- Be mindful that some participants may not have equipment for video.
- Be sensitive that some participants may feel vulnerable on camera.
Annotating (Drawing) and the Whiteboard

- Enables participants to write on screen
- Allows participants to engage in brainstorming or identify common challenges or shared interests
- Changes up facilitation
- Keeps participants’ attention
Chat Box

• Most distance learning platforms have a chat box feature where participants can comment, ask questions, and interact
• Lifestyle Coaches can use the chat box for engaging thoughts and ideas

Caution: If you use the chat box a lot in the first sessions, participants may get used to being more passively engaged. Use the chat box as a way to vary your engagement.
Polling

• Most distance learning platforms have a polling feature
• Facilitators can pre-set a poll(s) before the session begins
• Polls are a way to get folks thinking about and engaging with session content
• Polls can help the Lifestyle Coach gauge the most pressing issues to focus the conversation on
Record the Session

• Most conference call services and distance learning platforms have recording capabilities.
• The recording link could be sent to participants who miss that particular session.
• If you are new to distance learning, listening to a session can help you identify opportunities for your own growth.

*Let participants know at the beginning if you are recording and make sure there are no concerns.
Connecting Beyond the Session
Supporting Participants in Challenging Times

• Share how participants are adjusting to current realities
• Name ways being at home creates challenges to reaching their goals
• Name ways being at home creates opportunities that support reaching goals
• Facilitate brainstorming and action planning around small steps to cope
Staying Connected

• Staying connected with current participants is important
• Find a mode of communication that works for most
  – Reach out individually to those who can’t communicate like others
• Schedule reminders for regular touchpoints
• Get creative and have fun with communication
• Connect participants to supportive resources
# CDC’s Personal Success Tool

## SCHEDULE AND PLANNING WORKSHEET FOR SHARING NATIONAL DPP RETENTION TOOL

Complete this worksheet to help you plan when to send each link and what messages to include. The schedule below shows which of the eight modules corresponds to each week or class/session topic. If you prefer to teach the PreventT2 curriculum in a different order or are using a curriculum other than PreventT2, make sure to send the module that corresponds to the session topic and ignore the week number.

You may want to set up reminders to yourself after you decide when to send each module. Need help with email and text messages? Check out our suggested messages on page 3 of the National DPP Retention Tool User Guide.

Please send the link to each tool module after the related session.

<table>
<thead>
<tr>
<th>Week</th>
<th>Tool Module Content</th>
<th>Planning Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Introduction to the Program (Week 1 to PreventT2 curriculum)</td>
<td>- Information about the program’s efficacy, tailored to the participants’ age group. - Links to testimonial videos. - A pledge participants can tailor, print, and sign. <a href="https://www.cdc.gov/diabetes/programs/preventt2/week1.html">View More</a></td>
</tr>
<tr>
<td>Week 2</td>
<td>Get Active (Week 1 to PreventT2 curriculum)</td>
<td>- Out to reinforce content from the session. - Suggested physical activities, tailored to participant goals and preferences. <a href="https://www.cdc.gov/diabetes/programs/preventt2/week2.html">View More</a></td>
</tr>
<tr>
<td>Week 3</td>
<td>Track Your Activity (Week 1 to PreventT2 curriculum)</td>
<td>- Concrete steps that encourage the participant to track physical activity. - Opt to select everyday activities to meet weekly 150 minutes goal. <a href="https://www.cdc.gov/diabetes/programs/preventt2/week3.html">View More</a></td>
</tr>
</tbody>
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Great! Start today by defining some clear changes that can help you achieve your goals.

**What specific actions will you take to get started?**

1. I will attend my meeting every week.
2. I will find physical activities I like and can do most days.
3. I will show up to take the battle and leads to the biggest results.

[PreventT2 - Commit to Change](https://www.cdc.gov/diabetes/programs/preventt2/commit.html)

People who regularly come to meetings and stay committed to the program from start to finish are more likely to see success in losing weight and lowering their risk of type 2 diabetes.
Resources

• **VCDPE**
  – Lifestyle coach training [med.virginia.edu/vcdpe/](med.virginia.edu/vcdpe/)
  – Distance learning resources: [med.virginia.edu/vcdpe/educational-resources/tele-education-videos/](med.virginia.edu/vcdpe/educational-resources/tele-education-videos/)

• **DTTAC**
  – Lifestyle coach training and advanced training opportunities [emory-centers-training-portal.myshopify.com/](emory-centers-training-portal.myshopify.com/)
  – Common Ground resources and discussion board [www.LCCommonGround.org](www.LCCommonGround.org)
Other Resources

- National Association of Chronic Disease Directors (NACDD) - ProVention Health Foundation
- Health and Lifestyle Training (HALT) - haltdpp.org/
- Fruit Street Health - fruitstreet.com/
Lifestyle Coach Training Entities

- ADCES
- Black Women’s Health Imperative
- Magnolia Medical Foundation
- Solera Health
- Diabetes Training and Technical Assistance Center
- Touro University
- Telligen
- State of Wellness
- Spark360
- University of Virginia
- Virginia Center for Diabetes Prevention and Education
- Temple University
National DPP Customer Service Center

nationaldppcsc.cdc.gov/s/
Questions?
Please submit in the chat box.