

**Centers for Disease Control and Prevention
National Diabetes Prevention Program
Successfully Delivering an Online Program Webinar Short**

Transcript

Slide 1: Successfully Delivering an Online Program

Speaker: Welcome to the National Diabetes Prevention Program's "Successfully Delivering an Online Program" Webinar. Presented by the Centers for Disease Control and Prevention's Diabetes Prevention Recognition Program (DPRP).

Slide 2: Deliver Mode

Speaker: Organizations have the option of delivering the National Diabetes Prevention Program lifestyle change program using four different delivery modalities. The purpose of this webinar is to focus on online program delivery.

Slide 3: Online Delivery

Speaker: What does it mean to deliver an online program?

Slide 4: Online Delivery

Speaker: An online program is a year-long lifestyle change program delivered 100% online for all participants,

meaning participants login into course sessions via a computer, tablet, or smartphone. Participants must interact with trained Lifestyle Coaches at various times and by various communication methods, such as online classes, emails, phone calls, and texts.

Please note this is different from a Distance Learning program.

Slide 5: Offering Multiple Delivery Modes

Speaker: It is important to remember that all organizations must submit a separate application for each delivery mode they want to use and that classes associated with the new delivery mode cannot begin until that application is approved. In addition, organizations, regardless of the delivery mode, must adhere to the DPRP Standards. This includes use of a CDC-approved curriculum and compliance with program duration and intensity requirements.

Slide 6: Capacity Assessment

Speaker: Before submitting an application for CDC recognition, all organizations should have completed the Organizational Capacity Assessment. If your organization is currently recognized for a delivery

mode other than online, but is interested in delivering an online program in the future, it is important that you review the capacity assessment questions specific to online programs. Let's go through those questions now.

Slide 7: Capacity to Deliver an Online Program

Speaker: Does your organization have an appropriate technology platform to deliver an online version of the year-long lifestyle change program? It is very important that you have your platform fully developed before starting classes. Ease of access for participants is essential for retention.

Does your organization have an appropriate technology platform to allow participants to interact with a Lifestyle Coach over the year-long lifestyle change program? Online programs must provide regular live Lifestyle Coach interaction, either in a group format or one-on-one. You cannot depend on text messaging and email as the sole form of communication.

Have you provided training on the specific technology platform to be used to deliver the online lifestyle change program to program staff? Making sure that you

have sufficient numbers of qualified staff and that they are fully trained on the technology is essential to successful delivery.

Does your organization have the ability to obtain weights via digital technology such as Bluetooth-enabled scales? If you are using Bluetooth-enabled scales, how are you teaching the participants to use them? And, how will you be able to ensure that the weight being recorded is the weight of the participant and not someone else in the household?

The collection of accurate weights is your responsibility as the CDC-recognized organization.

Slide 8: Capacity to Deliver an Online Program

Speaker: While not specific to online programs, each organization should consider whether it has staff with the knowledge, skills, and tools needed to collect, enter, and submit the required DPRP evaluation data elements using a comma-separated value (CSV) format to CDC every 6 months. And, as an online program, do you have the capacity to manage large numbers of session records that could result from conducting an online program? Managing large numbers of records

does not simply refer to how you will enter the data. You need to ask yourself how you will be able to upload and send large data files to the CDC and correct errors that CDC finds in your large data file. CDC is not always able to give participant-level detail when hundreds or even thousands of errors are detected.

Slide 9: Session Delivery

Speaker: Online session delivery can be very different from in-person delivery. Understanding what CDC will and will not allow is critical.

Slide 10: Online Program Delivery

Speaker: The first 6 months of the program are considered the core phase. During this time, you are required to offer a minimum of 16 weekly sessions. Weekly sessions cannot be held more frequently than once a week. When analyzing the data, CDC won't reject the file if classes are held 5 or 6 days apart. More frequently than that, however, will cause your data to be flagged so that the data analysts can follow up with you. The second 6 months of the program are considered the core maintenance phase. During this

time, you are required to offer a minimum of 6 monthly sessions. Monthly sessions cannot be held less frequently than once a month. CDC will flag core maintenance sessions if they are being offered more than 35 days apart. As an online organization, your participants may be self-paced. You must ensure that sessions are not being completed in such a way that these intensity guidelines are being violated.

Slide 11: Lifestyle Coach Interaction

Speaker: Regardless of which delivery mode you are using, live Lifestyle Coach interaction is required. This communication can be done in-person, over the telephone, or using a teleconference. Skype and Face Time are acceptable mechanisms for Lifestyle Coach interaction. The interactions do not have to be one-on-one; they can be held in a group format.

Slide 12: Recording Attendance

Speaker: Recording attendance accurately is critical to measuring participant adherence to the program requirements. A session is comprised of working through the curriculum module, recording body weight, and recording physical activity minutes for the week

leading up to starting the module. Dates cannot be included if participants only record weight but do not complete the module. Dates when only text or email communication occurs with the Lifestyle Coach cannot be included as sessions.

Only one date can be recorded per module completed.

Online participants frequently complete a module over multiple log-ins. This is allowed, but the dates of these log-ins cannot all be recorded. CDC recommends recording the date of session completion rather than the date of the initial log in.

Slide 13: Holding Extra Sessions

Speaker: CDC encourages organizations to offer sessions

beyond what is minimally required. As an online program, however, a few things must be considered.

Only sessions where a CDC-approved curriculum module is fully delivered can be recorded on the submission spreadsheet. During months 1-6, after offering the 16 required weekly core sessions, you may allow your participants to access repeat core modules they have already completed, or you may allow them to begin core maintenance modules. Remember that any sessions

offered during the core phase must be labeled as session type "C", and the session ID numbers must pick up where the required sessions left off. In months 7-12, after offering the required 6 core maintenance modules, online organizations may allow participants to access one of the remaining core maintenance modules or repeat one of the core modules. All sessions offered during the core maintenance phase must have a session type of "CM" on the submission spreadsheet and have a submission ID of 99.

You cannot record dates when participants accessed only unapproved supplemental materials or activities.

Slide 14: Recording Weight and Physical Activity

Speaker: As an online program, it is important that you are aware of the challenges associated with collecting participant weights and physical activity minutes.

Slide 15: Recording Weight

Speaker: Online participants, like all other participants, are required to have a weight recorded at every session. Guidance for collecting weights can be found in Appendix F of the 2018 DPRP Standards. The use of

Bluetooth technology must ensure that the documented weight is that of the participant. CDC does not allow the use of algorithms to determine participant weights.

Only one weight can be associated with a completed session. If participants are weighing themselves multiple times a week, the closest weight to the date the session is completed is the one to be used. The lowest weight taken during the weekly or monthly session can also be used as long as only one weight is recorded per session date.

Slide 16: Recording Physical Activity (PA) Minutes

Speaker: Documentation of physical activity minutes is required when physical activity has been introduced into the curriculum, regardless of delivery mode. As you develop your online platform, consider how you will accurately and completely collect the minutes recorded by participants. Some organizations have developed methods for accessing participant trackers. Others use online survey tools to have participants submit their minutes or send out email reminders for

them to submit minutes. Documented minutes should reflect the total number of minutes completed during the week prior to starting the session. If participants have not yet been asked to report physical activity minutes, 999 should be recorded. A zero should be reported if the participant indicates no physical activity occurred during that week.

Slide 17: Thank you for Participating in the DPRP

Speaker: This concludes the webinar. Please visit the National DPP Customer Service Center at NationalDPPCSC.cdc.gov for more resources and to submit your questions that you may have. Thank you for joining with us to help prevent type 2 diabetes in the U.S.