

Diabetes Education in Arizona Reaches the Underserved Using the U.S. Diabetes Conversation Map[®] Education Tools

Public Health Issue

- Self-management education is vital for people with diabetes to help them prevent complications and hospitalizations from their disease.
- Diabetes education programs accredited by recognized groups such as the American Association of Diabetes Educators (AADE) can receive reimbursement for their services, an important factor in sustainability.
- Enhancing access to delivery of culturally appropriate diabetes education is important in communities with populations where language and culture can be a barrier to care.

Program

- The Arizona Department of Health Services Diabetes Prevention and Control Program organized and hosted trainings on using the Diabetes *Conversation Map* education tools designed for Spanish language speakers. Working with a community partner, the El Rio Community Health Center, additional trainings were held.
- Clinical pharmacists as well as staff of tribal health departments and the Indian Health Service were trained in using the Map education tools.
- Community Health Advisors, community members serving as liaisons between their community and health/social service organizations, recruited health center patients, scheduled classes and encouraged participation as an extension of their wellness and prevention duties.
- This work was funded by Merck and Company and the National Association of Chronic Disease Directors.

Impact

- El Rio Community Health Center, a federally qualified health center serving a low income and medically underserved community, is now the first in Arizona with an AADE accredited diabetes education program enabling receipt of reimbursement that sustains provision of these essential education services. The *Conversation Map* tools serve as El Rio's diabetes self-management education curriculum.
- Community Health Advisors effectiveness in assisting implementation led the health center to add more Community Health Advisors and staff is using an expanded Community Health Advisor intervention model for all prevention education.
- The health center now offers more diabetes group education, with patients reporting that this had been helpful in supporting their behavior change.
- The *Conversation Map* training experience provided the seed for a proposal and award of \$50,000 from the American Pharmacists Association Foundation to implement an IMPACT: Diabetes project in partnership with the Bristol-Myers Squibb Foundation as part of their Together on Diabetes initiative. This new project will further integrate diabetes education and pharmacy services.
- The integrated model resulting from this *Conversation Map* project helped the health center leverage National Committee for Quality Assurance Patient-Centered Medical Home accreditation, an innovative program for improving primary care.

Contacts

Sandra Leal, PharmD, CDE
El Rio Health Center
520-302-5325
sleal75@gmail.com

Carmen Ramirez
Arizona Department of Health Services
Carmen.Ramirez@azdhs.gov