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Disclosure to participants

Notice of requirements for successful completion:

- Please refer to learning goals and objectives. Learners must attend the full activity and complete the evaluation in order to claim continuing education credit/hours.

Conflict of interest (COI) and financial relationship disclosures:

- Sally Davila, RN, BSN, CDE – no COI/financial relationship to disclose
- Christina "CJ" Stevens, MPH – no COI/financial relationship to disclose
- Kathleen Tipton, MS – no COI/financial relationship to disclose

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Presenters and objectives

Presenters:

- Sally Davila, RN, BSN, CDE - Occupational Health Nurse, Chevron
- Christina "CJ" Stevens, MPH - Team Lead, Health Promotion Services, Chevron
- Kathleen Tipton, MS - Wellness Administrative Coordinator, Chevron

Objectives:

- Empower patients to seek or initiate peer groups as a type of support resource
- Recognize a functional peer support model in a workplace setting
- Integrate information sharing with active listening in a peer support framework

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About Chevron

Chevron Corporation is one of the world's leading integrated energy companies.

We:

- Explore for, produce and transport crude oil and natural gas
 - Refine, market and distribute transportation fuels and lubricants
 - Manufacture and sell petrochemicals and additives
 - Generate power; and
 - Develop and deploy technologies that enhance business value in every aspect of the company's operations.
- **Chevron invests in programs aimed at improving health to unlock potential progress and prosperity in the communities where we operate.**
 - **When public health issues put employee productivity and community well-being at risk, it is a business issue that demands action.**



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History of diabetes focused work at Chevron

- Awareness and lifestyle risk factor resources – Global**
 - Wellness program, online health encyclopedia, health information publications and local health resources
- Health promotion – Global/US**
 - Yearly information toolkit focused on World Diabetes Day (2014-current)
- Peer Health Educators – Global**
 - Local, non-clinical staff 'champions' promote employee education and public health resources to workforce
- Disease management – US**
 - Support provided to eligible employees and dependents through employer-sponsored health care plans
- Employee network partnerships – US**
 - Promote diabetes resources and employee education via employee network partnerships
- Cities Changing Diabetes partnership – Houston**
 - Public-private partnership to address urban diabetes challenge with city and multi-sector partners
- Peer support group – Houston**
 - Hosted by Health and Medical staff 2017-current



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Diabetes @ Chevron – global workforce



Peer health educators

- Chevron's PHE Program empowers employee volunteers to influence and role model among their peers
- Training is provided to enable informal or organized health-related education and activities, and support local events
- PHEs adhere to established peer health educator code of conduct
- Successful programs in Indonesia, the Philippines, the United Kingdom, Nigeria and Angola

Source: <https://www.chevron.com/corporate-responsibility/people/worldwide-health-safety>

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Q4 yearly health promotion: World Diabetes Day

- Awareness campaign literature and health promotion focused on World Diabetes Day for US and global audiences
- Annual observation since 2012
- Tie-ins with local fitness centers and food service providers in some locations



Go Blue
Your Health

World Diabetes Day
Share this November 14 and show support for those affected by diabetes.

What you can do:
Visit go.chevron.com/go-blue for more ways to go blue.

Diabetology? www.facebook.com/chevrondia

World Diabetes Day Pop-Up Lounge 2018

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Diabetes @ Chevron – U.S. based workforce



What we know

At Chevron, the U.S. based workforce is at risk due to factors like:

- Older age group (35-64)
- Office based and/or sedentary lifestyles, due to long hours and commutes
- Similar to others in industry

Data supports diabetes as area of concern

- US benefits/pharmacy claims
- Wellness program data
- Internal employee surveys

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Cities Changing Diabetes partnership: Houston

A growing concern
One in 10 adults in Harris County has diabetes (11% of Houston's adult population)

Obesity common in H-Town
32% of adults are obese; obese men and obese women have a 7- and 12-fold risk, respectively, of [developing diabetes](#).

A first step, with more progress afoot
Houston is the [first and only U.S. city](#) in partnership with CCD; current work includes formation of task-oriented groups and short term goals & action items



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The importance of peer support in diabetes care



- Psychosocial aspects of diabetes care are often neglected in clinical settings
- Interpersonal peer interactions can ease feelings of loneliness and improve understanding and importance of self-care
- Reductions in A1C among studied groups
- Advice from peers with diabetes is more impactful than advice from people without diabetes – "lived experience"

Source: AADE, [Diabetes Educator](#)

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Diabetes peer support group – Houston


- Informal face-to-face meeting facilitated by wellness personnel and CDE
- Attendance varies by month; typical engagement is 8-10 per meeting
- Ground rules:
 - No names or sign-in sheets are retained
 - Invitations are sent to a BCC list
 - Attendance is optional
 - Follow up topic notes and relevant links are sent to attendees post-meeting

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Diabetes peer support group – Houston

- Examples of challenges/topics raised by participants:
 - Patient/physician relationships
 - Blood glucose meters/testing
 - Handling diabetes management tasks while at work and traveling
 - Medication management – usually nonspecific and redirected to person's doctor/care provider
 - How to access and utilize health benefits (for eligible employees)
 - Nutrition and meal planning
 - Physical activity
 - Support from and for loved ones


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Diabetes peer support group – Houston

- Resources commonly shared by facilitators
 - ✓ 2nd opinion healthcare provider referral service
 - ✓ Health coaching
 - ✓ Health insurance and/or pharmacy benefits, such as disease management programs
 - ✓ Importance of regular eye, foot and dental exams
 - ✓ Travel health services and onsite clinic support (where applicable)
 - Fitness center, YMCA and other local physical activity resources
 - Online resources (including websites, articles and other peer-reviewed information)

✓ For employees enrolled in company health insurance plans and/or wellness programs

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Talking about health in the workplace

- Compliance, confidentiality, personal and sensitive information concerns
- Laws about workplace health disclosure (global)
- Past history of negative bias toward people with diabetes in the workplace (US)
- Americans With Disabilities Act (US)
- Global laws, guidelines and best practices for compliance and other concerns

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Peer support from non-medical staff: learnings TK11

- **Active listening skills are key**
 - Let participants initiate conversation and guide topics of discussion
 - Suggest linkages/commonalities to the stories others share
 - Facilitators should take care not to 'lecture' or dominate sessions
- **Privacy is paramount**
 - Specific clinical questions should *always* be redirected to participant's PCP/health care team
 - Be mindful of any resources that divulge personal information or potentially disclose health conditions to a colleague/supervisor

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Slide 18

TKI1 Room for Sally and CJ to add their bullets - edit as needed
Tipton, Kathleen I., 1/15/2019

What people with diabetes and their supporters say



- About **67%** of support group participants have/had diabetes; **22%** have risk factors or a prediabetes diagnosis
- **11%** support a PWD*
- A majority (**78%**) thought the group has been very helpful in understanding diabetes, and would participate in future meetings
- For those who could not attend, schedule conflicts posed the biggest challenge (**83%**)

*Person with diabetes

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What people with diabetes and their supporters say

If you attended support group meetings, what aspects were the most positive?



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What people with diabetes and their supporters say

If you attended support group meetings, what aspects were in need of improvement?



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What people with diabetes and their supporters say

- 68% thought resources provided during/after meetings were very useful. 89% thought the group moderators were very effective
- *"Because of the group, I have stayed in touch with several attendees outside of the meeting where we periodically meet to share successes and encourage each other. It's reassuring that I'm not the only one going through the experience of managing diabetes."*



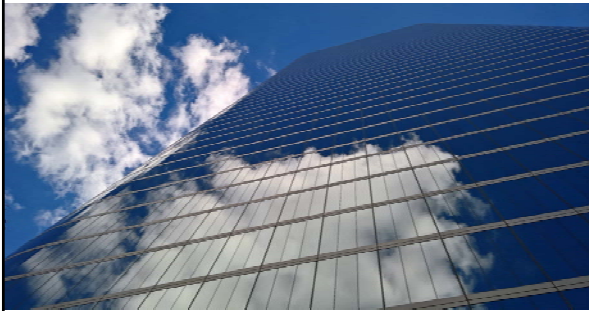
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Questions/discussion



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