Patricia J Pugh  
RN, MS, CDE  
Program Director  
Chronic Disease Management  
Baylor Scott & White Health  
Dallas, Texas  

Disclosure to Participants  
Notice of Requirements For Successful Completion  
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:  
No COI/Financial Relationship to disclose  

Non-Endorsement of Products:  
Accredited status does not imply endorsement by AADE, ANCC, ACPE or CDR of any commercial products displayed in conjunction with this educational activity  

Off-Label Use:  
Participants will be notified by speakers to any product used for a purpose other than for which it was approved by the US Food and Drug Administration.  

A Delivery System Reform Incentive Payment Project in a Multi-site Community-based Primary Care Setting  

What is D.S.R.I.P?  
Unprecedented opportunity  

Aligns with CMS Triple Aim
DSRIP activities are divided into four categories, which are interrelated and complementary

Program Innovation
- Begins with a Community Needs Assessment
- Community Resources (Food Bank, YMCA)
- Program team members embedded in clinics
- Access to EHR

Baylor Scott & White Health Population Health
- Primary Care Homes
- Patient Engagement
- Data Analytics

Co-locating the program in the clinic
- Space for new team members
- Matrix reporting
- Program referrals
Staff Training
- Disease state experts (heart failure, diabetes, asthma, COPD)
- Video taping presentations
- EHR training

Marketing Our Message
- Behavior change involves more than just increased access to health care
  - Matching the desired behavior to the needs, preferences, and desires of our patients
  - Connect core values (e.g. freedom, independence) to benefits from behavior change

AADE7 Self-Care Behaviors™
Behaviors that apply to all chronic diseases

Care Coordination and Transition of Care

Patient Engagement Tools
- Motivational Interviewing
- Stages of Change
- Shared Decision Making

Comprehensive Care Management
- RN Care Managers in the clinic
  - Care Coordination – face to face visits/telephonic
  - Triage
  - Transition of Care (hospital to home to clinic)

Reference: American Academy of Ambulatory Care Nursing Position Statement (2011): The role of the Registered Nurse in ambulatory care
Emerging workforce at Baylor Scott & White Health – Community Health Workers

- White Paper – population health management through the strategic use of CHW’s
- Scope of Practice and Code of Conduct
- Career ladder

Reference: www.dshs.state.tx.us/mch/chw.shtm; www.diabeteseducator.org

Recruitment and Employee Attributes

- Unique positions and responsibilities
- Behavioral Interview Questions
- Peer Interview

Community Health Workers in the clinic

- Robust CHW certification training program
- Adherence to program protocols
- AADE Competencies for CHW’s (paraprofessionals)
- AADE Practice Synopsis – CHW’s in diabetes management and prevention

Reference: www.dshs.state.tx.us/mch/chw.shtm; www.diabeteseducator.org
The right person - doing the right thing at the right time

Provider Buy-in and Engagement
- Expectations
- Building relationships and trust
- Rounding
- Provider executive meetings

Outcomes
- Enrollment
- Program Adherence
- BMI Screening
- A1c Reduction

How can we support the providers?
- RN Care Manager role
- CHW role

Enrollment
- Enrolled over 4,000 patients
Program Adherence
- Over 30% of patients enrolled in the program had at least 3 education encounters and achieved at least 3 behavior change goals

BMI Screening
- Over 70% of clinic patients were screened and provided with healthy eating and being active education for abnormal BMI

A1c Reduction
- Reduced the % of patients with A1c’s >9 to 26.4% compared to baseline of 27.8%

Summary
- An opportunity for diabetes educators to expand our reach and share our expertise
- Diabetes Educators know how to connect people to services
- This is tough work – team members need support
- Sustainability

THANK YOU
Patricia.Pugh@BSWHealth.org
References