

# Tips for Engaging DSMES

Understand Socioeconomic Factors



## About Our Program

We conduct the program in four clinic sites in group and one-to-one settings. During the pandemic, we have started to include virtual and by phone modality. The target population is adult Hispanic-low income population. One-to-one classes are provided to the insured population.

## Address the Whole Person

Many of our participants are faced with barriers to effective self-care. In order to promote improved outcomes, it's important to **provide extra resources that help them to face difficult situations, including mental health services and other social services (food pantries, etc.)**. If you serve multi-lingual populations, then **provide language-appropriate information**.

Use motivational interviewing techniques to address barriers and individualize care. Ask the participant when they experience barriers to self-management. Work with them to identify the problem and what they did at the time to feel better. Identify their feelings or attitudes toward the problem and help them plan solutions that might work. It's important to stay in contact with the individual.

Our programs **utilize other resources in house** such as healthy cooking classes, support groups, smoking cessation program, the diabetes prevention program and Zumba classes.

Another option for continued engagement is to utilize what we call chronic care coordinators (CCC's). They support the retention and continuum of care by providing care follow-up, education and referrals to needed social services, in order to reduce the individual's health disparities and address their social determinants of health. CCC's utilize motivational interviewing techniques and build rapport with clients in a compassionate and emphatic way to guide behavior change. Also, CCC's work closely with medical and behavioral health providers to develop a clinical plan of care for referred individuals. The program helps clients develop strategies to maintain their wellness and wellbeing after the completion of the diabetes program through ongoing topics of healthy eating and hands on healthy cooking classes, monitoring, being active, medication, problem solving, healthy coping and risk reduction.

For additional tips, visit  
**[DiabetesEducator.org/EngagingDSMES](https://DiabetesEducator.org/EngagingDSMES)**.

