Diabetes Self Management through Peer Support and Community Outreach from the Patient-Centered Medical Home
“Just say no” – Nancy Reagan

OR

Individual Empowerment

Social and Community Support

“It takes a village” – Hillary Clinton
We all worked together and it really made me feel I could do it
Fundamental Role of Social Support

Human beings are more effective and happier when they have someone
- they can talk to about personal matters
- who cares about them
- who can help them when they need help


“...whilst always encouraging their children’s autonomy, are none the less available and responsive when called upon... ‘dependency’ has had so baleful an influence...often happened that whenever attachment...is manifest...it has not only been regarded as regrettable but has even been dubbed regressive. I believe this to be an appalling misjudgment.” (Bowlby, J. *A Secure Base: Parent-Child Attachment and Healthy Human Development*. 1988. Basic Books. P. 12)
Project Description

- Promotores – Compañeros en Salud
- Patient-Centered Medical Home
- Community Outreach
- Link these in demonstration at Alivio Medical Center, Chicago – Services to 400/4,000 PWD
- National Collaborative Learning Network on Peer Support
Project Progress:
Interim Process and Health Outcome Results

• Site selected from national search
• Program model developed with broad input from
  – Clinical and outreach components of Alivio Medical Center
  – Integration of inputs from NCLR, TransforMED, PfP
• Specification of roles of Compañeros
  – Portion of time in clinic
  – Organizationally based in Compañeros en Salud
Lessons Learned

- Linking to clinic & community resources
- Delivering consistent, integrated DSME
- Providing ongoing Peer Support for DSM
- Enhancing clinical care

Clinical Resources
Primary Care
Compañeros
Community

Patient
Challenges

• Integration of community- and peer-based resources with clinical services is challenging
  – Organizational change
  – Peer support distinct from and complementary to role of the clinical providers (differentiation before integration)

• Neither clinic nor community outreach/support alone can provide all of what the patient needs to become healthy
  – Building trust in team approach
Key Next Steps

• PCMH process that includes peer support as part of the team
• Building ongoing support component
  – Case conferences
• Recruiting, hiring and training peer supporters
• Ongoing support for peer supporters
• Pilot testing, ongoing training
Four Key Functions of Peer Support

• Assistance in daily management – “the nurse/doctor tells me what to do; the Compañero shows me how to do it”

• Social and emotional support

• Linkage to clinical and community resources

• Ongoing support