Diabetes Management through Peer Support and Community Outreach from the Patient-Centered Medical Home

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Panel on Patient Engagement and Practice Change
Together on Diabetes Grantee Meeting
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Project Description

- Demonstration project – 2 years – with Alivio Medical Center to develop/demonstrate/evaluate peer support as extension of PCMH
- National Peer Support Collaborative Learning Network
  - Develop/share evidence of benefits, best practices, evaluation methods, organizational models, models of advocacy
  - Webinars, Work Groups
  - White papers, reports, program materials and other resources for field
  - Disseminate through Peers for Progress, NCLR, ToD, members
  - Include dissemination of lessons from demonstration project with Alivio
Patient Engagement – Strategies

Strategies – Engagement has to reflect varying individual needs

• **Fact**: the time we choose to contact people may truly not be the best time for them to engage in what we propose

• **Reality** of experience among underserved groups that encourages careful scrutiny, reluctance before accepting a service

• Critical Ingredients:
  – Time
  – Repetition
  – **Earned** (not assumed) trust
Patient Engagement – Interventions

Interventions – Compañeros en Salud – engagement in regular care, AADE 7, weight loss, coping with socio-economic stressors

• **Linked with** but not part of clinical team — e.g. meet some patients in clinic, record services and communicate with clinical team through EMR

• **Tiered System**
  – **High Need** — elevated HbA1c (8 or above), low literacy, high EMR visits, lack of family support; EMR and/or clinician referral
    • Biweekly, then monthly, until no longer meet criteria for High Need or until progress has stabilized
    • Had anticipated 400 of these; have identified 474
  – **Regular Care** — balance of approx. 4,000 adults with diabetes receiving care through Alivio Medical Center
    • Quarterly phone calls: regular care, resources available (e.g., education classes), AADE 7, weight management

• **Important** — High Need <-> Regular Care as needs change
  – "High Need" not an individual characteristic
Patient Engagement – Recruitment

Recruitment – Nondirective, flexible, low-demand

- 90% engagement mothers of Medicaid-covered children hospitalized for asthma (Fisher et al., Arch Ped & Adol Med 2009 163: 225-232)
  - Initial call to describe and offer services, not push to accept
  - Repeat calls in 2-4 weeks (according to judgment of Compañero) to "check in with", not "check up on" patient
  - Project 2 year availability to patient — not considered refusal unless patient clearly requests no further contact

- Coordination with clinical team — clinical team can encourage participation with Compañeros

- After patient engaged, begin working on individually chosen goals from AADE 7 or weight loss
  - Compañeros always working with patients on objectives they have chosen, not trying to persuade patients to do things in which they aren't interested
Practice Changes: Models, Processes, Personnel Role

Shared Care Plan:
Critical in Linking Patients, Compañeros, Clinical Team
Complementarity of Roles

Goals  | Objectives  | Specific Behaviors
(e.g. Live to 80) | (e.g., lose 10 lb) | (e.g. walk after dinner)

Person with Diabetes

Physician

Clinical Team

Peer Supporter

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Bristol-Myers Squibb Foundation
Together ON Diabetes
Communities Uniting to Meet America’s Diabetes Challenge
Lessons Learned

What’s working? Success to Date (8/1/12 to 1/31/13)

• High Need — have identified 445 (anticipated 400)
  – 132 (30%) unreached
  – 72 (16%) are inactive (not currently engaged)
  – 241 (54% of 445, 77% of those reached) are engaged with Compañeros
    • 120 (27%; 50% of those engaged with Compañeros) have chosen individual goal

What needs to change to work?

• Organizational leadership, organizational change
Peer Support (and PCMH): Organizational, not Technical Innovation

- Efficacy and effectiveness studies do not show how to organize and manage peer support in real-world settings
- Introducing peer support/PCMH entails organizational changes that cut across disciplines
- Progress requires organizational leadership and commitment as well as engagement of the organizational context
- Organizational Factors, Program Sustainability in Work Groups of Nat Peer Support Collab Learning Network