Australasian Peers for Progress Diabetes Program: Transferability across cultures and countries

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1. **BACKGROUND AND DESIGN**
**STUDY AIMS**

1. To implement and evaluate the impact of the *Australasian Peers for Progress Diabetes Project* on:
   - Assistance and consultation in applying diabetes management plan in daily life;
   - Emotional and social support;
   - Linkages to & assistance in gaining access to clinical care;
   - Ongoing availability of support.

2. To evaluate the cost effectiveness of *Australasian Peers for Progress Diabetes Project* and its potential long-term benefits and potential transferability to other settings and countries.
~4000 Kilometres

- Western Australia
- Northern Territory
- Queensland
- New South Wales
- Victoria
- Tasmania
- Darwin
- Perth
- Brisbane
- Sydney
- Canberra
- Adelaide
- Melbourne
- Hobart
Setting:
- State of Victoria, February 2010 – Feb 2012
- Run through Monash University in collaboration with Diabetes Australia
- **Building on existing DA-Victorian ComNet Groups.**

Randomised Controlled Trial Design:
- All participants receive a 1 day of diabetes self-management education (DSME) and an Education Manual
- Peer group intervention compared to waitlist control
- Measurements taken at baseline, 6 and 12 months
- Intervention group to also be followed up at 18 months

**Intervention components:**
- 12 x 90 minute monthly peer group meetings facilitated by trained peer leaders
- Participant Workbook
- Website
STUDY DESIGN

- Targeted recruitment in 24 locations
  - Minimum 1 Peer Leader per Location
  - Minimum 10 Participants per Location

- Baseline Measures

- Randomisation by group cluster

- Diabetes Self-Management Education

- INTERVENTION ARM

- WAITLIST ARM

- Comparison at 6 and 12 months
MEASUREMENT

Clinical outcomes:
- Cardiovascular risk score
- HbA1c, Blood pressure, Weight, Waist circumference
- Psychosocial functioning

Behavioural outcomes:
- Physical activity, Medication adherence,
- Links with clinical care team,
- Adoption of healthy eating patterns
- Quality of life

→ Diabetes self management
→ Linkage and communication with clinical care team
2. INTERVENTION
**Intervention Design**

**Intervention**
- 12 monthly meetings
- Participant resources
- Regular supervision for leaders

**Leaders**
- Group Facilitation Training

**Participants**
- **Intervention**
  - 12 monthly meetings
  - Participant resources
  - Regular supervision for leaders

**6 and 12 Month Measurements**

**Ongoing Support**

**18 month measurements**

**Waitlist Arm**
- **Participants**
  - Usual Care
- **Leaders**
  - DA-Vic champion program
  - Peer Leader Training

**Intervention**
- 12 monthly meetings
- Participant resources
SELF MANAGEMENT EDUCATION PROGRAM

ALL Participants and Leaders

- One day program (approx 7 hours) led by credentialed diabetes educators from Diabetes Australia – Vic

- All participants receive Education Manual

- Aim to educate participants about diabetes and their role in self-management
  - Healthy Living
  - Monitoring
  - Clinical Care
  - Complications

Session Plan

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Led by</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.00am - 9.10am</td>
<td>Introduction, Introductions and housekeeping</td>
<td>DE</td>
</tr>
<tr>
<td>9.10am - 9.40am</td>
<td>What is diabetes?</td>
<td>DE</td>
</tr>
<tr>
<td>9.40am - 10.35am</td>
<td>Management of type 2 diabetes, Blood Glucose Monitoring, &amp; HbA1c test</td>
<td>DE</td>
</tr>
<tr>
<td>10.35am - 10.50am</td>
<td>MORNING TEA</td>
<td>DE</td>
</tr>
<tr>
<td>10.50am - 11.35am</td>
<td>Diabetes medication and insulin</td>
<td>DE</td>
</tr>
<tr>
<td>11.35am - 1.00pm</td>
<td>Dietary Management, “What can I eat?” A closer look into dietary management of diabetes</td>
<td>Dietitian</td>
</tr>
<tr>
<td>1.00pm - 1.30pm</td>
<td>LUNCH</td>
<td>Dietitian</td>
</tr>
<tr>
<td>1.30pm - 2.00pm</td>
<td>Physical Activity, Benefits, precautions &amp; monitoring</td>
<td>Dietitian</td>
</tr>
<tr>
<td>2.00pm - 2.20pm</td>
<td>Hypoglycaemia, What is a hypo, treatment and prevention</td>
<td>DE</td>
</tr>
<tr>
<td>2.20pm - 2.25pm</td>
<td>Sick Days, What to do when you're not well</td>
<td>DE</td>
</tr>
<tr>
<td>2.25pm - 2.40pm</td>
<td>AFTERNOON TEA</td>
<td>DE</td>
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<tr>
<td>2.40pm - 3.30pm</td>
<td>Complications, What are the long term risks of diabetes and can we reduce those risks?</td>
<td>DE</td>
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<tr>
<td>3.30pm - 3.35pm</td>
<td>Complications screening tests, What tests should you have?</td>
<td>DE</td>
</tr>
<tr>
<td>3.35pm - 3.40pm</td>
<td>Driving and diabetes</td>
<td>DE</td>
</tr>
<tr>
<td>3.40pm - 3.45pm</td>
<td>Conclusion and evaluation</td>
<td>DE</td>
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</tbody>
</table>

This session plan may be revised due to the availability of the dietician and DE on the day.
Australasian PfP Intervention

**INTERVENTION components**

- **PARTICIPANTS**
  - Group meetings led by trained peer leaders
    - Resource Workbook which includes action planning, goal setting, diabetes management information and links to further resources.
  - Additional Resources and Supports:
    - Website
    - *Opportunistic activities with peers and/or leader between meetings

- **PEER LEADERS**
  - 2.5 days group facilitation training
  - Resource Manual provided during peer leader training
  - Ongoing support, mentoring and supervision from the research team, through monthly teleconferences

**PARTICIPANT OUTCOMES**

4 KEY OUTCOMES FOR PARTICIPANTS

1. Assistance and consultation in applying diabetes management plan in daily life;
2. Emotional and social support;
3. Linkages to and assistance in gaining access to clinical care;
4. Ongoing availability of support.
Peer Leaders: Primus Inter Pares

First among equals
TRAINING OF PEER LEADERS

Peer leader training provides skills required to:

- Facilitate group meetings, listen, empathise, share stories & experiences
- Conduct role play, especially associated with clinical interactions
- Provide supportive environment to engage participants
- Facilitate group discussion and activities to assist with daily management issues eg. diet, activity, medication adherence

Ongoing supervision facilitated by:

- monthly teleconference with Project Health Psychologist and other leaders.
- Face-to-face meetings twice a year
Peer Leader Training Program

- 2 ½ day training program of small groups of 8-10 people
- Training manual provided for leaders to be used as a resource during meetings

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Topics</th>
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</thead>
<tbody>
<tr>
<td>DAY 1</td>
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<tr>
<td>Session 1</td>
<td>Setting the Scene</td>
<td>What the first PIP support group meeting will look like</td>
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<tr>
<td>Session 2</td>
<td>PIP Support Groups</td>
<td>Aims of the PIP groups</td>
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<td></td>
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<td>Principles &amp; goals of peer leadership</td>
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<td>Evolving stages of a group</td>
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<td>Session 3</td>
<td>Story telling &amp; Communication skills</td>
<td>Facilitating story telling</td>
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<td>Active listening skills</td>
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<td>Roadblocks to communication</td>
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<td>Session 4</td>
<td>Goal-Setting</td>
<td>Assisting people to set goals</td>
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<td>Developing an Action Plan</td>
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<td>DAY 2</td>
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<td>Session 5</td>
<td>Review Goals &amp; Problem-Solving</td>
<td>Strategies to review goals in a group setting</td>
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<td>Problem solving exercise</td>
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<td>Session 6</td>
<td>Linkage to Clinical Care</td>
<td>Setting diabetes-related goals</td>
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<td>Working in partnership with health professionals</td>
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<td>GP Management Plan</td>
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<td>Team Care Arrangement</td>
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<td>Medicare entitlements</td>
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<tr>
<td>Session 7</td>
<td>Group facilitation</td>
<td>Group stages – ‘Norming’, ‘Storming’, &amp; ‘Performing’</td>
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<td></td>
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<td>Managing difficult behaviours</td>
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<td></td>
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<td>Negotiating self-defeating health beliefs</td>
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<td>Session 8</td>
<td>Ethics &amp; Self care</td>
<td>Confidentiality</td>
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<td>Boundaries</td>
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<td>Self-care</td>
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<td>Session 9</td>
<td>Peer Leader Roles and Responsibilities</td>
<td>Preparing for monthly meetings</td>
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<td></td>
<td>Dealing with informational needs</td>
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<tr>
<td>DAY 3</td>
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<td>Session 10</td>
<td>Putting It All Together</td>
<td>Leading a group</td>
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<td>Session 11</td>
<td>Working with the research group</td>
<td>Update regarding the research project</td>
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<td></td>
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<td>Support from the project team</td>
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<td></td>
<td>Administrative responsibilities</td>
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</tbody>
</table>
Session 1: Setting the Scene

Overview

Topic
- Welcome
- Introduction
- Overview of the training program
- Australasian Peers for Progress (Diabetes Project)
- Overview of the day
- Peer leader basics

Objectives
- By the end of this session you will:
  - Begin to get to know the other peer leaders
  - Understand the goals of the PF DP project
  - Be able to visualize what your first support group meeting will look like

Active Listening

Active Listening is a way of listening that focuses minds on what the other person is saying and confirming understanding of both the content of the message and the emotions and feelings underlying the message. Active listening makes it more likely that your understanding of what the other person is saying is accurate. Figure 1 below represents active listening.

Active Listening strategies (OAMES)

There are four active listening strategies that have the acronym OAMES, that can help us understand others better. These are:

1. Open ended questions
2. Attending
3. Reflecting feelings
4. Summarizing

<table>
<thead>
<tr>
<th>Stages in the Development of a Group</th>
</tr>
</thead>
</table>

The formation of a self-help support group may take time and often follows recognizable stages. Below is both a linear and a circular diagram. The circular diagram below is important to recognize. These stages do not necessarily follow one to the other. As different stages (one or more) can exist at the same time.

Table 1: Stages of group development

<table>
<thead>
<tr>
<th>Stage</th>
<th>Characteristics</th>
<th>Group Actions</th>
<th>Rate of Peer Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forming</td>
<td>Unstructured, unorganized; people are not clear about their goals</td>
<td>Provide opportunities for people to engage with each other and the group</td>
<td>Assist, support, orient, facilitate, encourage, and mediate</td>
</tr>
<tr>
<td>Storming</td>
<td>Conflicts, competition, power struggles</td>
<td>Facilitate discussion around concerns, explore and resolve conflicts</td>
<td>Guide, direct, mediate, facilitate, structure, support</td>
</tr>
<tr>
<td>Norming</td>
<td>Agreement, cooperation, stability</td>
<td>Facilitate activities that help the group to move towards a shared vision</td>
<td>Support, direct, facilitate, structure, mediate</td>
</tr>
<tr>
<td>Performing</td>
<td>Cohesiveness, high productivity</td>
<td>Facilitate group activities and decision-making processes</td>
<td>Support, direct, facilitate, structure, mediate</td>
</tr>
</tbody>
</table>

Opening and Closing a Group Meeting

An important role for peer leaders is to provide a structure for opening and closing group meetings.
GROUP MEETINGS – TOPICS

Session 1:
• Introductions and Program Overview

Sessions 2 – 11:
Risk assessment  Setting goals/Action planning
Linkage to clinical care  Healthy eating
Exercise  Blood glucose levels
Foot care  Eye care
Stress & coping  Relationships

Session 12:
• Building on change and ongoing support
PARTICIPANT WORKBOOK

Peers for Progress
Meeting details

Your Peer Leaders:
Name: Ph:
Name: Ph:

Your scheduled monthly meeting location:

Your scheduled monthly meeting day & time:
Day: Time:

For queries, please phone the Peers for Progress project manager:
03 9903 0532

If you require medical help, do not call Peers for Progress - call your healthcare centre or doctor.

In an emergency, call 000.

If you feel distressed, call a lifeline counsellor on 13 11 14.

My clinical target records

Clinical targets are health goals that you should work for to be the healthiest that you can be.

This table shows the clinical targets that are generally recommended for people with type 2 diabetes. However, each person will have their own clinical targets, based on their individual circumstances and health. You should discuss your individual clinical targets with your doctor.

You can use this table to record your targets and meet recent measures, and see where you could improve. There tables are for you to enter your follow-up measurements and track your improvement.

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Current Target</th>
<th>My Target</th>
<th>How to Measure</th>
<th>How to Measure</th>
<th>How to Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wt (kg)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>BP (mmHg)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HbA1c (%)</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>RR (mmol/L)</td>
<td></td>
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<tr>
<td>Cholesterol (mmol/L)</td>
<td></td>
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<td></td>
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<tr>
<td>HDL (mmol/L)</td>
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<tr>
<td>LDL (mmol/L)</td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td>Triglycerides (mmol/L)</td>
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</tr>
</tbody>
</table>

4. Alcohol
Reducing your alcohol consumption can help you to manage your diabetes. Drinking alcohol can interfere with your body’s blood sugars.

How can I do this?
Follow the Australian guidelines for healthy alcohol consumption for both men and women. This means:
- No more than one standard drink on any day,
- No more than two standard drinks on any occasion,

You can use the information on the right of this page as a decision-making guide.

Useful tips from your peers:
- Eat a Healthy Diet
Thank you to everyone who has already responded to our recent mail-out inviting people to join a diabetes peer support group.

For those who have already contacted us to express interest in the program, you should have received an Explanatory Statement and Consent form in the mail shortly after you contacted us. Remember to return your consent form as soon as possible so that we can officially enrol you into a group.

We are still very keen for more people to join groups in these locations:


If you have type 2 diabetes and are interested in joining a peer support group in one of these areas, please give us a call today!

You can reach the project team at Monash by calling 03 9903 0512, or you can find out more information about the project by using the links on the left hand side.

Now Recruiting

We are currently seeking people with type 2 diabetes to join our Peers for Progress groups as leaders or participants. If you are interested, please click here to find out more.

Have you already returned your consent form?

If you have already returned your consent form, click here to find out what will be happening next.
3. Recruitment and Promotion for the Project
A3 Poster

Do you have type 2 diabetes?

The Australasian Peers for Progress Diabetes Project has been developed as a community-based project to study the benefits of group peer support in local areas.

- Are you aged between 25 and 75 years?
- Have you had type 2 diabetes for more than 12 months?

To find out about a group starting in your area phone 9903 0512 or go to our website www.peersforprogress.monash.edu.au

A4 Brochure

We want to hear from you today!
If you are interested in participating and...
- Have you been diagnosed with type 2 diabetes for 12 months or more?
- Are you aged between 25 and 75 years?
- Live in Victoria?
- Are you willing to participate in some research elements?

Expression of interest in the Peers for Progress project

Name:
Address:
Phone:

I would like more information about participating in this study
I would like more information about joining a peer group today
I would like more information about this study and DA-WC membership

Let us contact you at the address on the back sheet and you will contact you.

Do you have type 2 diabetes?

We would like to invite you to participate in an innovative community-based research project exploring the benefits of peer support groups for people with diabetes.

We are currently seeking volunteers to get involved as peer leaders or group participants in this new project.

For more information contact the Peers for Progress Project on 1800 427 204 or email peersforprogress@monash.edu.au

The Australasian Peers for Progress Diabetes Project

Diabetes Australia – Vic and support groups

Glucometer has been donating the Glucometer and monitoring of community's health.

The Peers for Progress Project aims to support individuals with Glucometer support group.

Benefits of joining a Peers for Progress group

- Peer Support: A network of volunteers who are trained to help people with diabetes.
- Diabetes Management: Help people with diabetes to manage their condition.

Links to Health Professionals

- Peer group meetings can help you work with health professionals and the health system better and inform you about other services available in your community.
RECRUITMENT STRATEGIES

- **Wave 1:**
  - DA – Vic Community Network Newsletter and website articles
  - Mailed invitation to 8728 Victorian registrants on National Diabetes Services Scheme (NDSS) database in 24 selected locations
  - Community engagement progressed via NDSS pharmacies, GP divisions, local councils, community health centres, ancillary diabetes care providers, community organisations (Lions, Rotary etc)

- **Wave 2:**
  - Second mailed invitation to 3500 people in 12 of the selected locations which had a poor response after initial mail approach
  - Utilise recruited Peer Leaders to assist with recruiting extra participants in their local area if needed
  - Continued community engagement especially in locations with poor response
Recruitment Results

- First wave:

<table>
<thead>
<tr>
<th>Letters Sent (excluding RTS)</th>
<th>8526</th>
</tr>
</thead>
<tbody>
<tr>
<td>EOI</td>
<td>442 (5.1% response rate)</td>
</tr>
<tr>
<td>Consented Participants</td>
<td>&gt; 171</td>
</tr>
<tr>
<td>Consented Peer Leaders</td>
<td>26</td>
</tr>
<tr>
<td>% EOI converted to Enrolment</td>
<td>44.57%</td>
</tr>
</tbody>
</table>

- Second wave scheduled July 29th 2010

- Baseline measurement, baseline assignment, training and groups to start
NEXT STEPS AND ISSUES

• Baseline measurement, baseline assignment, training and groups are (almost) underway

• Preparing for ‘scaling up’ in Australia to other chronic conditions (Forum in a fortnight)

• Preparing for adaptation to Malaysia and other countries (Forum in October in Malaysia)

• Implementing a ‘real world’ complex intervention trial and multi-layered partnership is COMPLEX

• Working in partnership with organisations whose agendas are different to those of research organisations
Acknowledgements

• Australasian Peers for Progress Investigators

• Diabetes Australia – Vic

• Australasian Peers for Progress Monash Project Team

• Diabetes Australia – Vic Community Network Leaders and Groups