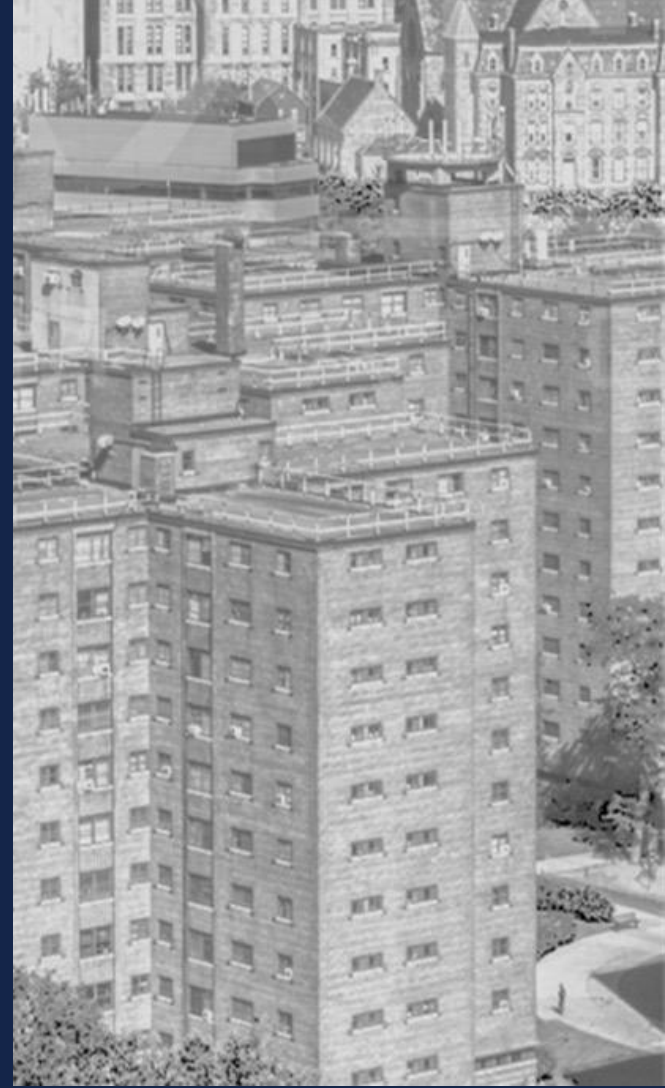


PUBLIC HEALTH DETAILING AND COALITION-BUILDING

ADDRESSING CHRONIC DISEASE DISPARITIES IN
A DIVERSE, AT-RISK POPULATION

Liz Urbanski-Farrell MBA, MS
Senior Fellow, NYS Public Health Corps
Erie County Department of Health

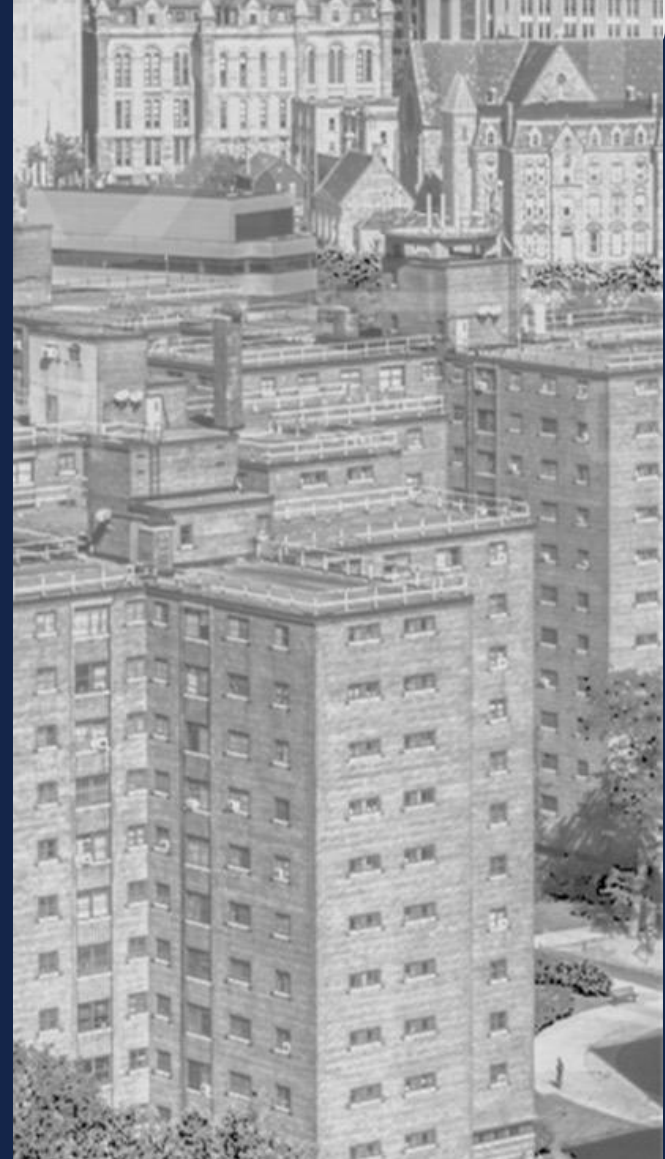


PUBLIC HEALTH DETAILING AND COALITION-BUILDING

ADDRESSING CHRONIC DISEASE DISPARITIES IN
A DIVERSE, AT-RISK POPULATION

Co-Presenters

- Elijah Tyner, Staff Supervisor
NYS Public Health Corps
Erie County Department of Health
- Devin Hurley, Outreach Referral Manager
Western New York Integrated Care Collaborative
- Devon Hannan, Senior Fellow
NYS Public Health Corps
NYS Department of Health



NYS PUBLIC HEALTH CORPS SENIOR FELLOW

Projects And Placement:

Erie County Department Of Health

- ▶ Community Wellness (CHA)
- ▶ Office Of Health Equity (Detailing)
- ▶ Rural Outreach Center (Current)



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WHERE I WORK NOW

Rural Outreach Center: "The ROC"

<https://theroc.co>

TRANSFORMING LIVES

- RURAL HEALTH EQUITY
- OMH-ACCREDITED SERVICES
- SDH AND CARE COORDINATION

HOME ABOUT US SERVICES PARTNERSHIPS EVENTS NEWSROOM

The Rural Outreach Center

Empowering self-sufficiency among people living in rural poverty in Western New York.



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1

Describe Public Health Detailing and its use in encouraging clinical evidence-based referrals; and the process for establishing census tract-level need and disparities in context of health goals and objectives.

Understand and walk away with a template for public health detailing and links to learning resources for use of this technique.

2

Define processes for identifying specific barriers to wellness in a given population. Outline a process to develop and use partnerships to share information and action plans to address identified barriers to health and wellness in a given population.

Describe and conduct effective communication feedback loops.

WHY WHAT HOW

BUILDING RELATIONSHIPS, BUILDING HEALTH

PUBLIC HEALTH DETAILING

Addressing Chronic Health Disparities in Erie County, NY



WHY= The PUBLIC HEALTH challenge



WHAT are the solutions?



HOW can you customize this approach to address health issues in your community?



GAIN and SHARE templates, tips and tricks



Swag! Swag!

ONLINE
RESOURCES to
find:

TRUSTED
RESEARCH

TARGET
CONDITION

PUBLIC HEALTH
INTERVENTIONS



PUBLIC HEALTH CORPS

Building Partnerships that Strengthen Public Health
Systems, Infrastructure, Capacity, and Equity

PUBLIC HEALTH DETAILING | **ONLINE RESOURCES**

PUBLIC HEALTH DETAILING COURSE:

- NYSACHO-Detailing Public Health Det
- Improve Maternal-Child Health.

Developed and presented by CAI, Inc.
<https://www.nylearnsph.com/>

CALL AND VISIT
SCRIPT
TEMPLATES



THE 1-2-3 APPROACH TO PROVIDER OUTREACH

PHONE CALL AND OUTREACH VISIT SCRIPTS

MEDICAL OFFICE
WORKFLOW
MAPPING

Step 1: Measure	When	Who	How
Point-of-care method <ul style="list-style-type: none"> Assess risk for prediabetes during routine office visit Test and evaluate blood glucose level based on risk status 	<ul style="list-style-type: none"> At the front desk During vital signs 	<ul style="list-style-type: none"> Receptionist Medical assistant Nurse Physician Other _____ 	<ul style="list-style-type: none"> Pr ha Us Di aw Us
Retrospective method <ul style="list-style-type: none"> Query EHR to identify patients with BMI ≥ 24 and blood glucose level in the prediabetes range 	<ul style="list-style-type: none"> Every 6–12 months 	<ul style="list-style-type: none"> Health IT staff Other _____ 	<ul style="list-style-type: none"> Us Us
Step 2: Act			
Point-of-care method <ul style="list-style-type: none"> Counsel patient re: prediabetes and treatment options during office visit Refer patient to diabetes prevention program Share patient contact info with program provider** 	<ul style="list-style-type: none"> During the visit 	<ul style="list-style-type: none"> Medical assistant Nurse Physician Other _____ 	<ul style="list-style-type: none"> Ac ha Us Re
Retrospective method <ul style="list-style-type: none"> Inform patient of prediabetes status via mail, email or phone call Make patient aware of referral and info sharing with program provider Refer patient to diabetes prevention program Share patient contact info with program provider** 	<ul style="list-style-type: none"> Contact patient soon after EHR query 	<ul style="list-style-type: none"> Health IT staff Medical assistant (for phone calls) Other _____ 	<ul style="list-style-type: none"> Us Us Us
Step 3: Partner			
With diabetes prevention programs <ul style="list-style-type: none"> Engage and communicate with your local diabetes prevention program Establish process to receive feedback from program about your patients' participation 	<ul style="list-style-type: none"> Establish contact before making 1st referral 	<ul style="list-style-type: none"> Medical assistant Nurse Physician Other _____ 	<ul style="list-style-type: none"> Use/ if nee Refer



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PUBLIC HEALTH *DETAILING* ESSENTIALS



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PUBLIC HEALTH DETAILING



- 1 CLINICAL CHANGE
- *ONLY ONE!!*
- FOSTERS POSITIVE HEALTH DEPARTMENT RELATIONSHIPS WITH MEDICAL PROVIDERS



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3

PUBLIC HEALTH DETAILING

Selling Process



**ROOTS IN
PHARMA &
DEVICE SALES**



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What Public Health Detailing is NOT





What Detailing CAN BE



Accredited and Informational:

- Posters
- Brochures
- Customizable Workflow Templates
- Required Referral Forms
- Course Schedules



HOW TOOLS: KNOW YOUR HEALTH NUMBERS, RISK TEST & MORE



BLOOD PRESSURE (AFTER RESTING)

Your blood pressure is read as a top whole number "over" a bottom whole number- for example, "110 over 70." The top number is called systolic blood pressure. The bottom number is called diastolic blood pressure.

LOW 90 or less	NORMAL 91-120 61-80	ELEVATED 121-129 61-80	HIGH STAGE 1 HYPERTENSION 130-139 80-89	HIGH STAGE 2 HYPERTENSION above 140 above 90	EMERGENCY above 180 above 120
--------------------------	----------------------------------	-------------------------------------	--	---	--



CHOLESTEROL (AFTER NOT EATING FOOD FOR 8-10 HOURS)

Cholesterol is shown as three whole numbers with a unit of measure (mg/dL). "HDL" and "LDL" are two different types of cholesterol tested in a cholesterol test, also called a lipid panel.

NORMAL Total: 200 mg/dL or less LDL: 100 mg/dL or less HDL: 60 mg/dL or more	INTERMEDIATE Total: 201-249 LDL: 101-159 HDL: 41-59	AT RISK FOR HEART DISEASE
--	---	----------------------------------

Note: Some sources will show separate cholesterol numbers for HDL and LDL. Understand that this difference is related to the level of cholesterol. Each of us is unique and our estrogen level may not be impacted by pregnancy, menopause, medication, or diet. These resources will help us all access foods that are affordable, nutritious, filling, and right for our bodies.



TRIGLYCERIDES (AFTER NOT EATING FOOD FOR 8-10 HOURS)

Triglycerides are a measure (mg/dL)

NORMAL 150 mg/dL or less	INTERMEDIATE 151-199 mg/dL
------------------------------------	--------------------------------------

LET'S TALK ABOUT FOOD ACCESS
Edition 02 | HEALTH EQUITY BEAT
A HEALTH EDUCATION NEWSLETTER

FOOD FOR ALL
Our food system is comprised of

SUPPORT FOR BUYING FOOD

EBT: Electronic Benefits Transfer is a card issued to SNAP recipients to pay for food. EBT works like a debit card. EBT is also used for other temporary assistance programs in New York.

FARMERS MARKET COUPONS: New York Farmers Market Nutrition Program (FMNP) is issued in a booklet of \$5 coupons to OLDER ADULTS and WIC RECIPIENTS. Check with your WIC Office or Erie County Department of Health for more information.

Prediabetes Risk Test

NATIONAL DIABETES PREVENTION PROGRAM

1. How old are you? Write your score in the boxes below

Height Weight (lbs.)

My Blood Pressure Log



Try these tips for keeping track of your blood pressure at home:

- Always take your blood pressure at the same time every day.
- Take at least two readings, 1 or 2 minutes apart.
- Visit [cdc.gov/bloodpressure](https://www.cdc.gov/bloodpressure) to learn how to correctly measure your blood pressure.

Date	Morning			Evening		
	Time of reading	Reading 1	Reading 2	Time of reading	Reading 1	Reading 2
Sept 1, 2022	8 a.m.	139/82	141/82	6 p.m.	145/85	142/83

References: Office of Health Equity, Erie County Department of Health; U.S. Centers for Disease Control (CDC)



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3

PUBLIC HEALTH DETAILING:

An effective template for adoption of public health initiatives

Existing uses:

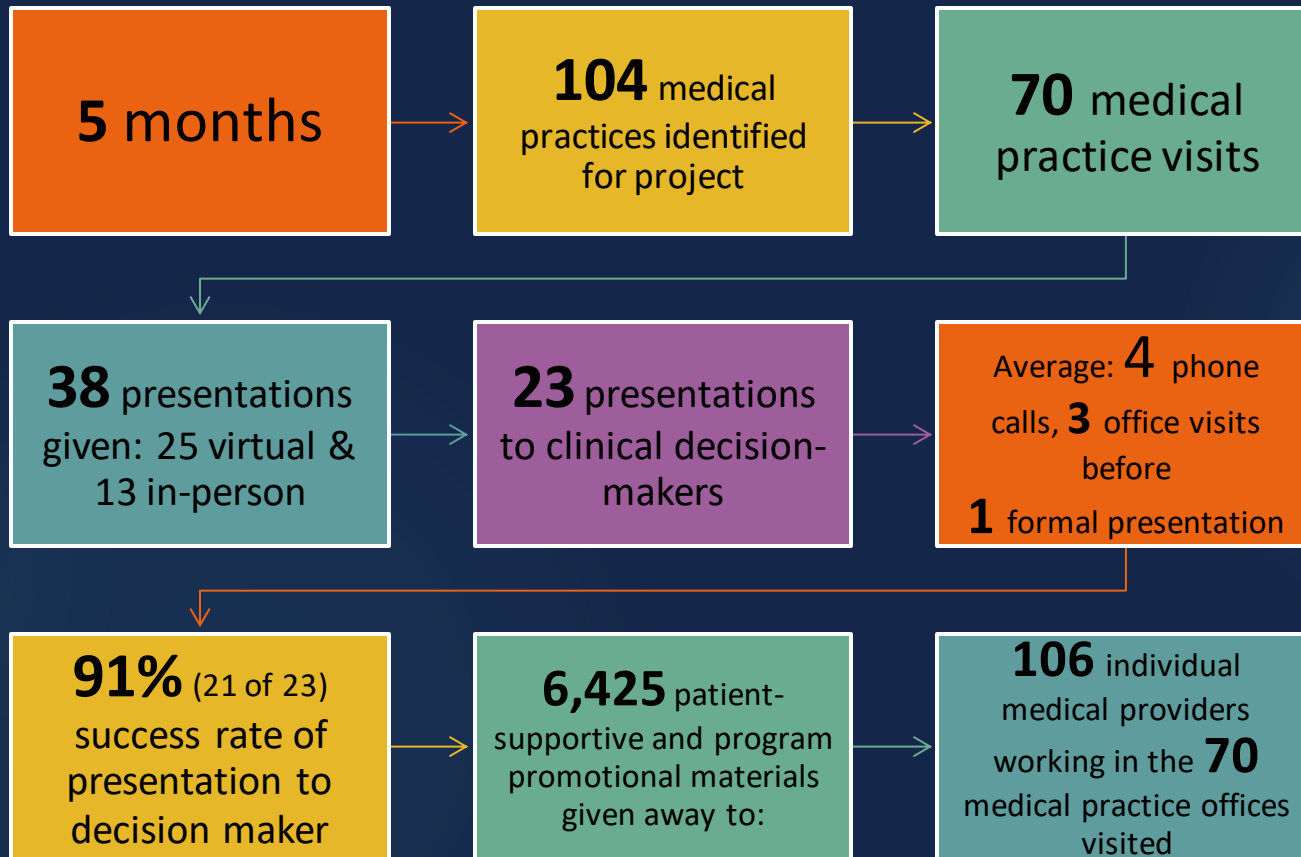
- Partner Therapy for Sexually Acquired Conditions
- Maternal-Child Health Initiatives
- Pediatric Dental Care, Dental Opioid Education
- Pediatric HPV Vaccinations

REFERENCES AND RESOURCES: NYS Department of Health
Learning Management System course (NYSPHA)

RESULTS by the numbers



3



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ACTIVITY!

COMMUNICATION PROCESS



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DRAWING with WORDS

Objective: Teaching your team members about the importance of feedback in communication

Time: 15 minutes

Materials and resources: Simple pictograms and blank sheets of paper

Instructions:

- Team members split into pairs with one partner holding a simple picture. This person instructs their partner on how to draw the picture without letting them see the picture.
- The person making the picture is encouraged to ask clarifying questions and request feedback on their progress.



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WHY?



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COUNTY OF ERIE
 MARK C. POLONCARZ
 COUNTY EXECUTIVE
 GALE R. BURSTEIN, MD, MPH
 COMMISSIONER OF HEALTH

**Erie County, NY
 Community Health Assessment
 Community Health Improvement Plan
 2022- 2024**



2023 Workplan

Planning Report Liaison: Michael Wiese

E-mail: michael.wiese@erie.gov

michael.wiese@erie.gov

Priority	Focus Area (select one from drop down list)	Goal Focus Area (select one from drop down list)	Obj
Prevent Chronic Diseases	Preventive care and management	Goal 1.1: In the community setting, improve self-management skills for individuals with chronic diseases, including asthma, arthritis, cardiovascular disease, diabetes and prediabetes and obesity	To give E tools ne disease s and halt o a chronic are living evidence. Disease S Program.



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FOCUS ON EQUITY: HEALTH AND WELLNESS



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™



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WHY

RACIAL/ETHNIC DISPARITIES



1

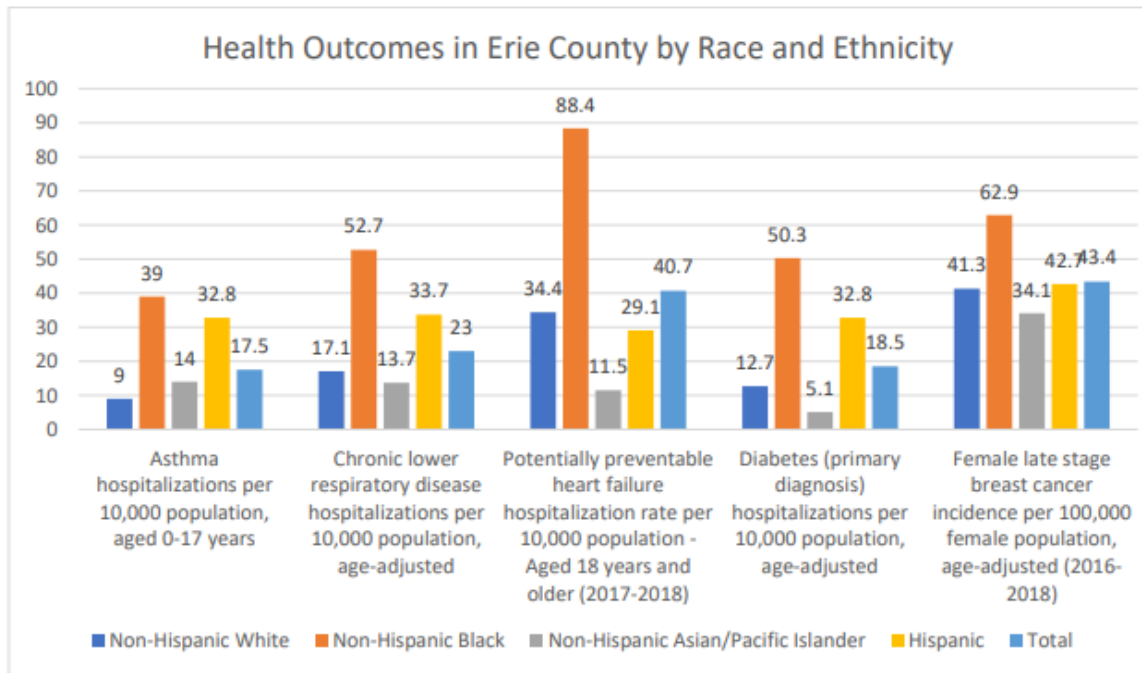


Figure 4: NYS County Health Indicators Report, 2017-2019, for Health Outcomes in Erie County by Race and Ethnicity

Sources: Health Equity in Erie County Report, January 2023

Erie County Health Indicators by Race/Ethnicity, 2017-2019, <https://www.health.ny.gov/statistics/community/minority/county/erie.htm>

“Health Equity in Erie County: An Initial Disparities Report”,

<https://www3.erie.gov/health/sites/www3.erie.gov.health/files/2023-02/healthequityreport.pdf>

NYS County Indicators by Race/Ethnicity, 2017-2019, for Health Outcomes in Erie County by Race and Ethnicity,

<https://www.health.ny.gov/statistics/community/minority/county/erie.htm>

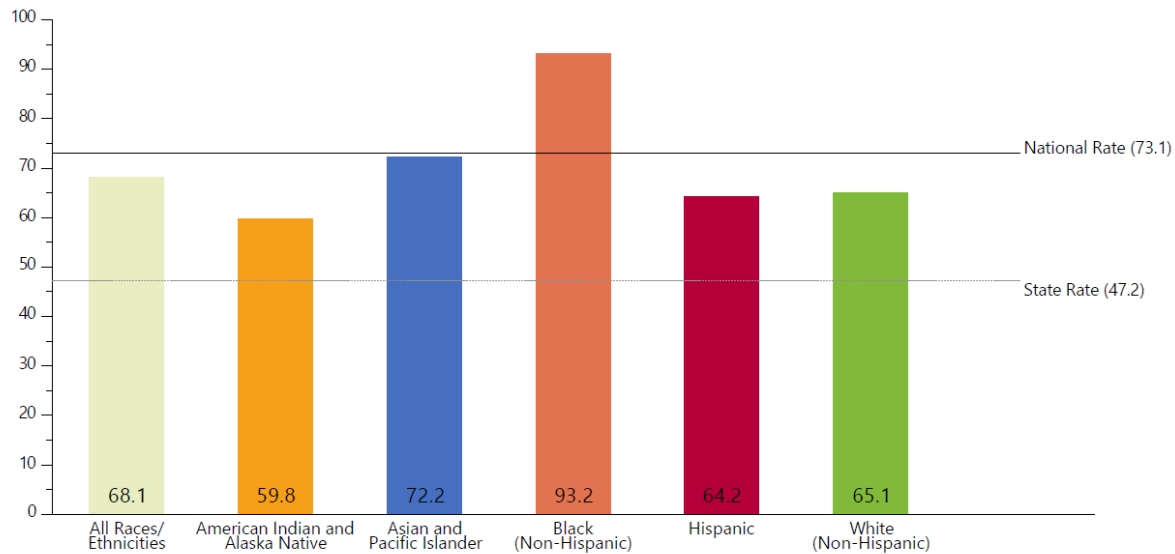


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Stroke Death Rate per 100,000, All Races/Ethnicities, All Genders, Ages 35+, 2018-2020



In Erie, the average estimated stroke death rate for All Races/Ethnicities, All Genders, Ages 35+ for 2018-2020 is 68.1 Age-Standardized Rate per 100,000.

In the state of NY, the average estimated stroke death rate for All Races/Ethnicities, All Genders, Ages 35+ for 2018-2020 is 47.2 Age-Standardized Rate per 100,000.

The national average estimated is stroke death rate for All Races/Ethnicities, All Genders, Ages 35+ for 2018-2020 is 73.1 Age-Standardized Rate per 100,000.



Centers for Disease Control and Prevention
National Center for Chronic Disease Prevention and Health Promotion

Source: Interactive Atlas of Heart Disease and Stroke
www.cdc.gov/dhdsp/maps/atlas

WHY

TYPE 2 DIABETES:



- In 2020, **10.3%** of adults in Erie County aged 18 and older were diagnosed with Type 2 diabetes, or **1 in 10 adults**
- Age-adjusted prevalence **was 8.8%***

In **some Erie County census tracts**, the rate of individuals 18 and older with Type 2 diabetes is as high as

1 in 5 to 1 in 4 adults*

*Sources: Centers for Disease Control and Prevention, National Center for Chronic Disease and Health Promotion, Atlanta, GA. Model-based estimates generated using BRFSS 2020 or 2019, Census 2010 population counts or census county population estimates of 2020 or 2019, and ACS 2015-2019.



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WHY

CARDIOVASCULAR DISEASE:



- CVD accounted for **32% of all deaths statewide** in 2020 (BRFSS 2022)
- **#1 cause of death in Erie County** and across NYS

In some Erie County census tracts, the rate of individuals 18 and older with the CVD risk factor of High Blood Pressure is as high as **1 in 3 to more than 1 in 2 adults***

*Sources: Centers for Disease Control and Prevention, National Center for Chronic Disease and Health Promotion, Atlanta, GA. Model-based estimates generated using BRFSS 2020 or 2019, Census 2010 population counts or census county population estimates of 2020 or 2019, and ACS 2015-2019.



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PLACES: Local Data for Better Health

[Print](#)



PLACES is a collaboration between CDC, the Robert Wood Johnson Foundation, and the CDC Foundation. PLACES provides health data for small areas across the country. This allows local health departments and jurisdictions, regardless of population size and rurality, to better understand the burden and geographic distribution of health measures in their areas and assist them in planning public health interventions.

PLACES provides model-based, population-level analysis and community estimates of health measures to all counties, places (incorporated and census designated places), census tracts, and ZIP Code Tabulation Areas (ZCTAs) across the United States. [Learn more about PLACES.](#)



New Release as of July 2023

Estimates based on Behavioral Risk Factor Surveillance System data from 2021 (29 measures) or 2020 (7 measures).

Help is Available!

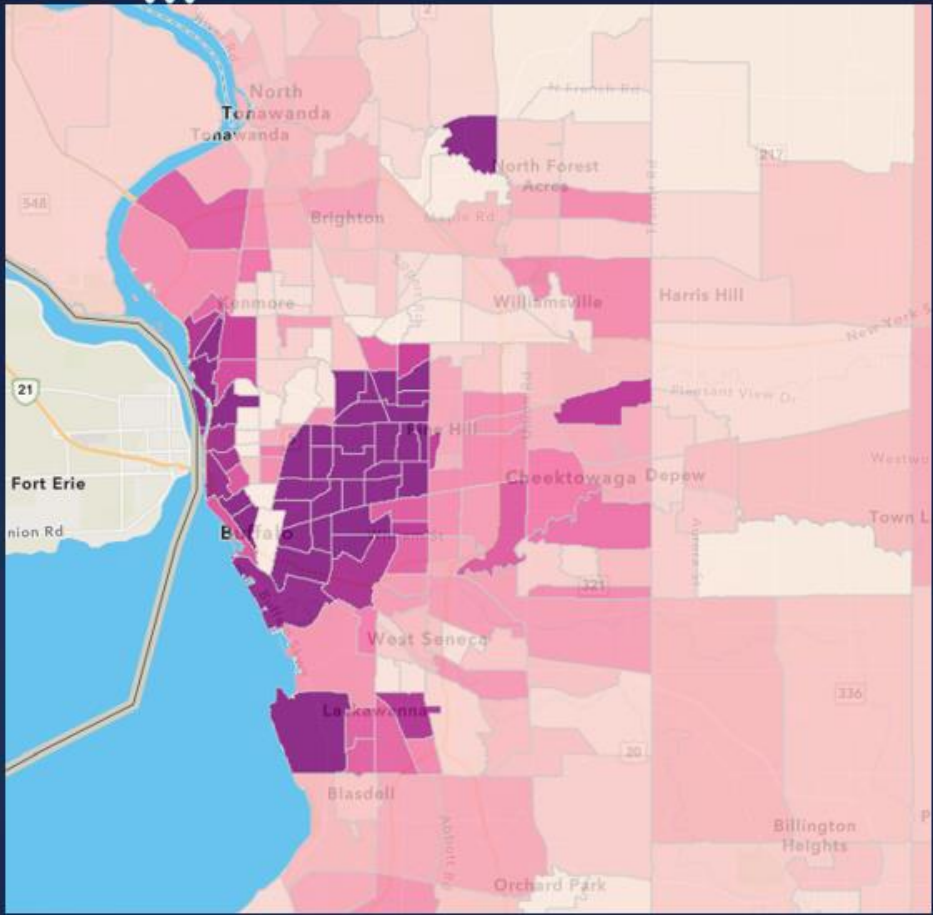
New how-to videos for some of the most frequently ask questions.



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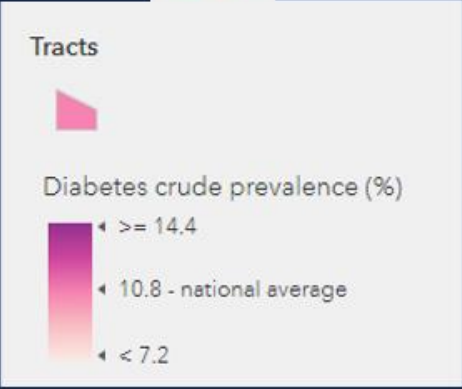
Erie County, NY

- Diabetes Crude Prevalence Rate, Adults 18+ = 10.3% (2020)



1

Legend

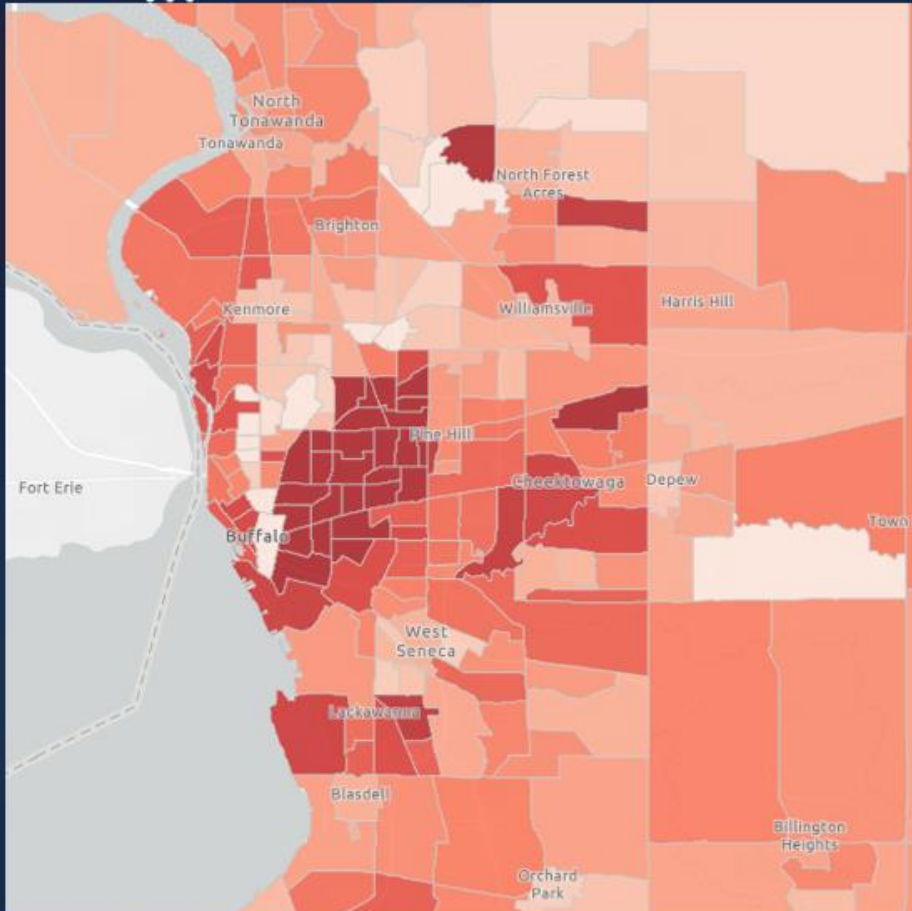


Sources: The model-based estimates were generated using BRFSS 2020 or 2019, Census 2010 population counts or census county population estimates of 2020 or 2019, and ACS 2015-2019.

Note: Estimates are not available for areas shaded in gray. For more information visit

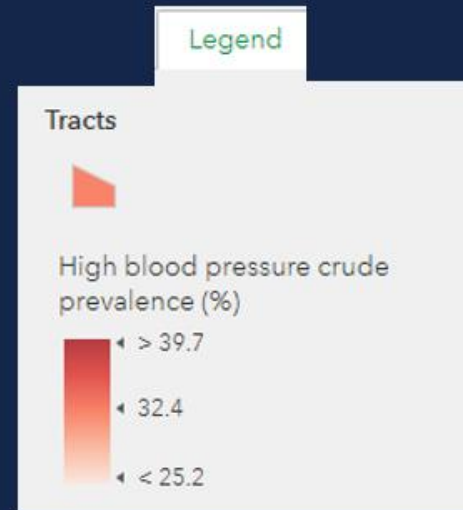
<https://www.cdc.gov/places>.





Erie County, NY

- High Blood Pressure Crude Prevalence Rate, Adults 18+ = 32.4% (2019)



Sources: The model-based estimates were generated using BRFSS 2020 or 2019, Census 2010 population counts or census county population estimates of 2020 or 2019, and ACS 2015-2019.

Note: Estimates are not available for areas shaded in gray. For more information visit

<https://www.cdc.gov/places>.



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WHAT

CDSMP and National DPP lifestyle change programs

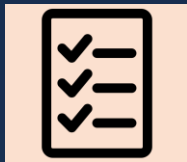
- Program oversight, recognition and quality assurance occurs through the Centers for Disease Control and Prevention (CDC)



Trained lifestyle coaches facilitate group sessions of up to 20 participants



Follows specific curriculum and national standards



Emphasize participant empowerment through a personal action plan



DPP Program providers required to submit data on participant outcomes



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WHAT



2

Core curriculum

Participants attend one 2 ½-hour session weekly, for six weeks.

Helping patients with any chronic health condition: evidence-based Chronic Disease Self-Management lifestyle change program



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CHOOSE HEALTHY WNY

EVIDENCE-BASED PROGRAMS

Chronic Disease Self-Management
Chronic Pain Self-Management
Diabetes Self-Management



2

Program Details:

- Fun, interactive group workshops
- 1 day/week for 6 weeks
- In-person at community locations, Virtual, or Telephonic



CHOOSE HEALTHY WNY

Program Outcomes/Impact:

Participants learn tools to:

- Cope with pain, frustration, fatigue & stress
- Manage your blood sugars
- Lose weight gradually
- Explore new treatment options
- Effectively communicate with doctors and health care providers

Eligibility:

Varies, please call
for more
information



Offered in
Partnership
with Erie
County
Department of
Senior Services
and ECDOH
Department of
Community
Wellness



Erie County
Department of
Health



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Preventing type 2 diabetes



Good news! We can take steps to help prevent type 2 prediabetes.

WHAT



2

Helping patients with prediabetes: the National Diabetes Prevention Program (National DPP) lifestyle change program

Core curriculum

Participants attend 16 weekly sessions during the first six months.

Follow-up phase

Participants attend one session a month (minimum of 6 sessions).



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WHAT

DIABETES PREVENTION PROGRAM

Program Details:

- **Participants:** adults with diagnosed prediabetes or who are at high risk for developing Type 2 Diabetes
- **Full Recognition** from the CDC
- Facilitated by a **certified Lifestyle Coach**
- **Group workshop:** 24 sessions/year

Program Topics:

- Utilizing the *Prevent T2* curriculum. 
- Sessions cover healthy eating, physical activity, and lifestyle changes to help participants achieve the goals that lead to the prevention or delay of a diabetes diagnosis.

Program Goals:

- **5 - 7%** weight loss and maintenance 
- Gradual increase in **physical activity to 150 min. per week.**
- **May include Program Supports** to help member reach goals
 - ie gym membership or fitness trackers



Populations Eligible:

Must have an insurance plan, WNYICC to verify prior to start that insurance covers program.



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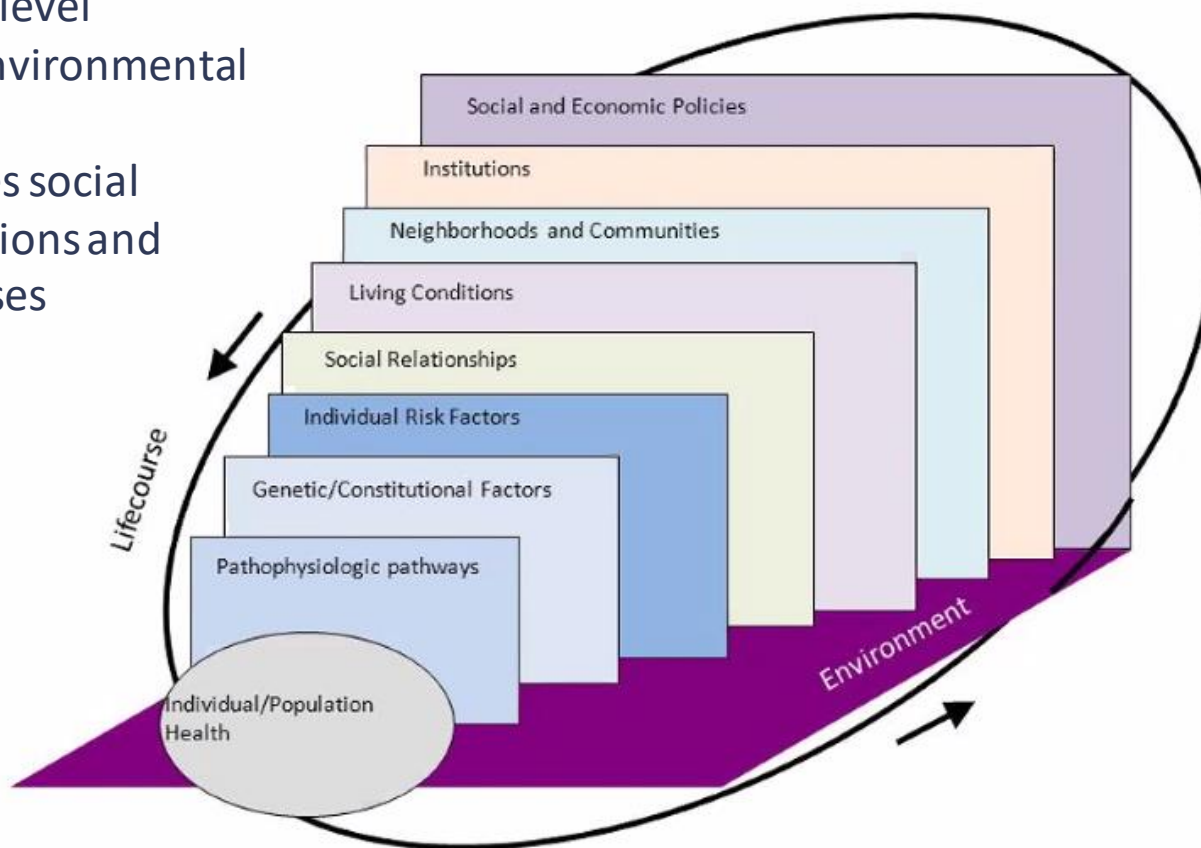
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An ecosocial framework

- Macro-level socioenvironmental factors
- Includes social institutions and processes



Source: Kaplan, et al.; Socioenvironmental Model

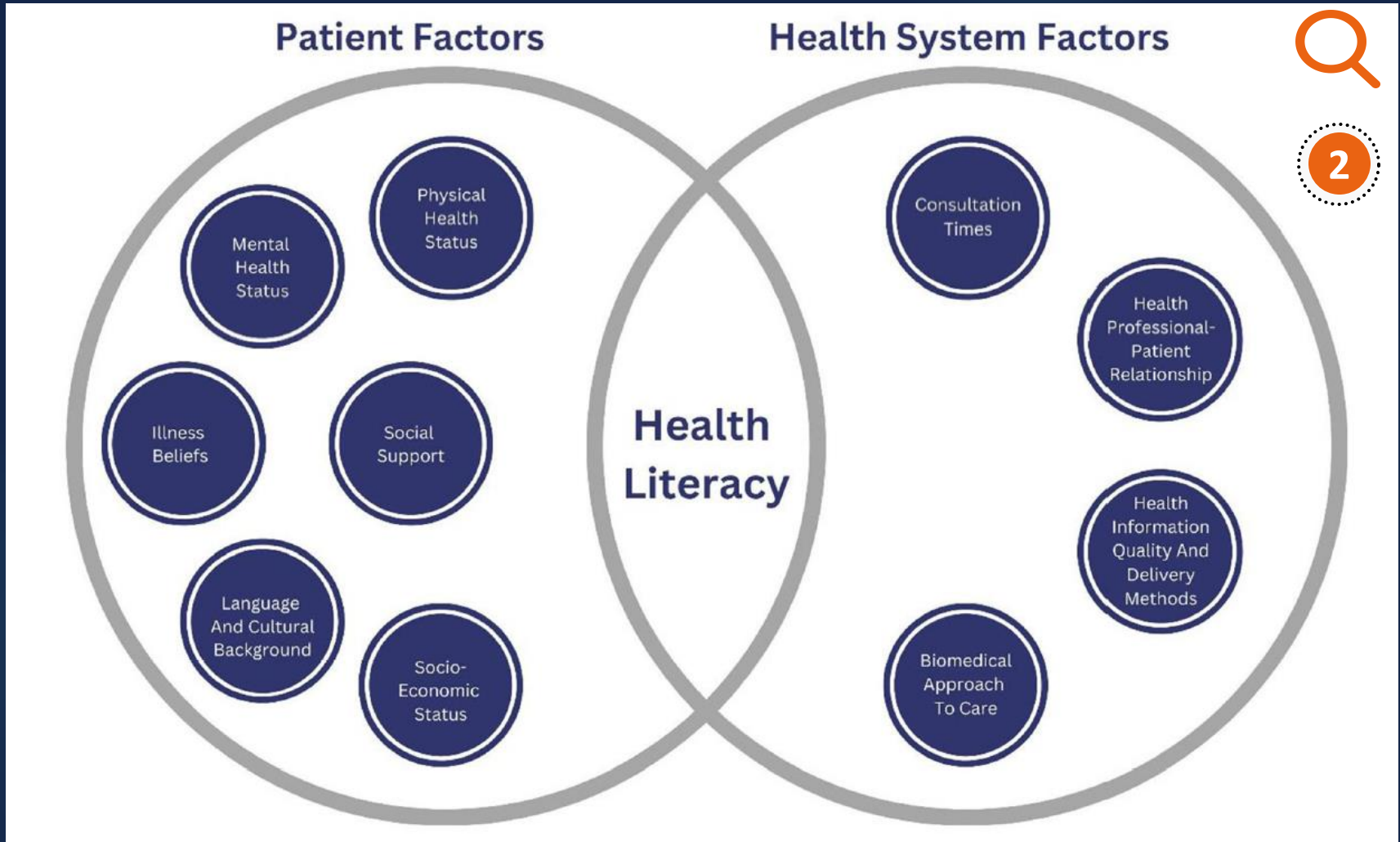


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HOW



Source: Maddocks, S., Camp, P. & Tang, C. Engaging Ethnically Diverse Populations in Self-Management Interventions for Chronic Respiratory Diseases: A Narrative Review. *Pulm Ther* (2023). <https://doi.org/10.1007/s41030-023-00218-y>



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1

Describe Public Health Detailing and its use in encouraging clinical evidence-based referrals; and the process for establishing census tract-level need and disparities in context of health goals and objectives.

Understand and walk away with a template for public health detailing and links to learning resources for use of this technique.

2

Define processes for identifying specific barriers to wellness in a given population. Outline a process to develop and use partnerships to share information and action plans to address identified barriers to health and wellness in a given population.

Describe and conduct effective communication feedback loops.



A goal without a plan is a dream.

Elbert Hubbard

quote fancy



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2

Erie County Department of Health Public Health Detailing Plan: Spring 2023

CHIP: Manage Chronic Disease, Enhance Wellness

Goals:

1. Develop a template for desired public health detailing
2. Successfully enhance patient linking with 2-1-1 for chronic disease patients to track key metrics through HEALTHeLINK. with the leadership of Dr. [Name] with the help of [Name]
3. IDENTIFY ECDOH [Name]

14

PUBLIC HEALTH DETAILING PLAN

Encourage Patient Referral to Chronic Disease Education

NYS Public Health Corps

Erie County Department of Health
Second Floor, Lincoln Building

Liz Urbanski-Farrell urbanskifarrell@gmail.com 716-228-2884



Phase 0.1 Research:

- o Outcomes among members of the target practices and/or their patients' neighborhoods (CDC data using ZIP Code/US Census tract/similar)
- o Relevant latest medical journal articles on best practice related to the clinical behavior we are looking to change (recommend chronic health self-management education courses; and
- o How results might be tracked.

0.2 Identify:

- o Handouts and poster-type materials that could be handed out to practices on detailing visits with clear, concise relevant information laminated for front desk and clinical staff and poster-style for bulletin boards and in rooms;
- o Inquire about likelihood of getting cardboard stands to hold materials as the lack of stands and holders is cited as one reason that such items are not handed out or made available to patients.

0.3 Consider

- o PH partners and 'goodies' that could be given out to cross-promote at detailing visits -- make inquiries about existing ECDOH partnerships for these items

0.4 Create

- o Write and practice a standard pitch to use with practices on visits with variations based on answers (response-based script)
- o Identify potential challenges and good follow-up responses;



OUTCOMES

10-minute QUICK, ORGANIZED, FOCUSED AND STRATEGIC visit to practices.

Develop templates for:

PHASE I. FIRST VISITS: Three (3) visits to each provider, 6-8 weeks apart; Five minutes or less. Script the visit: DELIVER INFO IN LESS THAN 5 MINUTES TO LEAVE TIME FOR QUESTIONS. Visit time goal: 10 minutes. Key To Bring with You: *A Positive, Patient and Friendly Attitude*

1. Identify self
2. Ask for the person who refers patients to health education programs. (Future, could be used for breastfeeding education and breastfeeding support). Identify who has influence in the practice, could be practice administrator vs. MD.
 1. Give topic overview. (Why are you there?)
 2. Assess current practices related to the clinic practice we want to change (referrals to education programs).
 3. Share key messages. Info. about this practice if you have it. Best-practice outcome journal articles and incentives to change.
 4. Share relevant materials. Review folder of BASIC info. Provide info. for patients, educational info.
 5. Answer or take down questions to return with answers to.
 6. Plan strategies for achieving objectives'
 7. Distribute goodies: tote bags, clip boards, hand sanitizers, pens, etc.

PHASE II. Second visit plus: Distribute 'action kits' with practice tools, provide information and patient education materials.

Handouts can include:

- Flow sheets

ACTIVE PROJECT TIMELINE

1. Research and program development phase: Through Jan. 31
2. Gather Materials and background research: through Feb. 7
3. Create detailing kits targeted to phases I, II and III: through Feb. 14
4. Write, practice, record and gain approval for scripts: through Feb. 21

Detailing visits begin: Wed. Feb. 22

Phase I Part 1-2 visits: Feb. 22-April 5, two visits, two weeks apart
Part I.1 Feb. 22, March 8;
Part I.2 March 22, April 5

Phase I Part 3 visits: May 5-15

Phase II Part 1 visits: May 15-30
Phase II Part 2 visits: June 1-20

Phase III visits: June 21-August 24

Modifications:

Unanticipated delays will remove Survey Comparison work and calculations (before and after project detailing work surveys, self-reported by practice clinicians/contacts) as follows: **July 30-Aug. 12**

1. Phase timing varies

-Phases occur simultaneous to each other depending on the practice and their interest level in making active patient referrals. For example,

- UB Family Medicine requested a presentation to quality improvement



PROJECT WORKFLOW

PUBLIC HEALTH DETAILING PROJECTS:

PLAN, DO, STUDY, ACT: COMMUNICATE & BUILD A COALITION!



PREPARE TO BEGIN THE PROCESS

RESEARCH

HEALTH
DISPARITIES
AND
OUTCOMES

MEDICAL
JOURNALS,
PUBLISHED
RESEARCH

EVIDENCE-
BASED
INTERVEN-
TIONS

IDENTIFY

HANDOUTS

POSTERS/
ONE-PAGERS

CONSIDER

PH
PARTNERS

GOODIES
AND
GIVEAWAYS

CREATE

WRITE AND
PRACTICE A
STANDARD
PITCH

IDENTIFY
POTENTIAL
CHALLENGES
AND
BARRIERS

PREPARE

TEMPLATES
IN EXCEL,
LISTS OF
TARGET
PRACTICES

TRACKING
WORKSHEET
FOR
MATERIALS
AND
GIVEAWAYS



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Packaging and Shipping Division 6.2 Materials Online Course	CDC-PS2014	Online	2	No one has rated this course.
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Health Literacy

Course Name	Course #	Formats	Completion Hours	User Rating
Health Literacy and Dental Opioid Public Health Detailing	NYS DOH-2022-08-05	Streaming	1	No one has rated this course.

Maternal and Child Health

Course Name	Course #	Formats	Completion Hours	User Rating
Dental Opioid Public Health Detailing	NYS DOH-2021-08-10	WebEx, Streaming	2	No one has rated this course.
Fluoride Varnish Public Health Detailing	NYS DOH-2023-03-23	WebEx, Streaming	2	No one has rated this course.
Public Health Detailing as a Strategy to Improve Maternal-Child Health	NYSACHO-Detailing	Streaming	1.5	Based on 3 rating(s). Ease-of-Use ★★★★★ Quality of Information ★★★★★ Overall Satisfaction ★★★★★ Average Rating ★★★★★

Key Resource

<https://www.nylearnsph.com>



TAKE DETAILING TRAINING COURSE

TO ENROLL:


<https://nylearnsph.com/Personal/Catalog/Description.aspx?u=kM6WW0gCRpnAbAzs%2bZm51WZQQvwbRbdLk486UvBVN0fx tEdZys1f7rXK7rG6VjDaeyTlo%2fUSHNQ%3d>



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A photograph of three people in a meeting. A woman with curly hair, wearing a light-colored blouse and blue jeans, is sitting on a white cylindrical object and speaking, gesturing with her hands. She is holding a pen and a notebook. To her left, a man in a light blue shirt is sitting and listening. To her right, another woman in a denim jacket is sitting and listening. The background is a modern office setting with a white wall and a light switch.

THE REAL DEAL

IT'S ALL ABOUT...

RELATIONSHIPS



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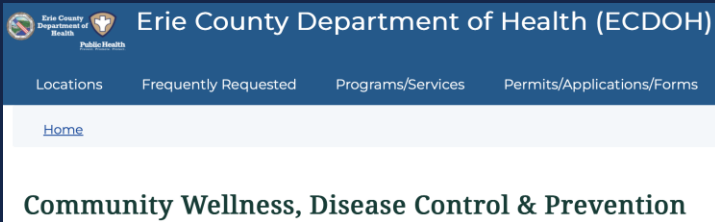


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Agency and Community Partners



Racial and Ethnic Approaches to Community Health (REACH) Ferry Good Health Project



Who's WHO and THANK YOUs



Rapha Family Medicine, PC

Primary Care located in Buffalo and Amherst, NY



The difference between
healthcare and true care™



The following clinics are NCQA recognized Patient Centered Medical Homes:

- Family Health Center
- Internal Medicine Clinic
- Grider Family Health



Thank you!



Michele Wysocki Erie County Cancer Services Program

Katie Herzog Community Wellness, ECDOH

Janice Nowak Erie County Senior Services

Caitlyn Critharis Office of Health Equity, ECDOH

Kelly Wofford Office of Health Equity, ECDOH

Lisa Neff American Heart Association

Betsy Vazquez-Aradio Office of Health Equity, ECDOH

Danielle Rovillo Office of Health Equity, ECDOH

Mel LeMay Office of Health Equity, ECDOH

Tania Islam Erie County Department of Health

El Tyner SSO/PCG, ECDOH

Devin Hurley WNY Integrated Care Collaborative

Nikki Kmicinski WNY Integrated Care Collaborative



And all my program partners!

STEP BY STEP!



COLLABORATE!

- Check in with agency colleagues:
Who else is doing this?
 - Gather 'lessons learned'
 - Barriers
 - Suggestions
 - Help and resources



STAKEHOLDER
MEETINGS IN &
OUTSIDE AGENCY



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2



STAKEHOLDER MEETINGS

PUBLIC HEALTH DETAILING ESSENTIALS

- 'Swag'
 - Branded Water Bottles, Pens, Frisbees, Veggie Peelers, Clipboards
 - Beg, Borrow, Steal!



Aligned incentives and handouts:

- OHE newsletter, trusted references and tools for patients

INSTRUCCIONES PARA MEDIR LA PRESION ARTERIAL

NO FUMES, NO BEBAS ALCOHOL Y NO COMAS COMIDA SALADA EN LAS HORAS ANTES DE MEDIR LA PRESION.

DESCANSA EN UN SITIO SILENCIOSO Y TRANQUILO AL MENOS 5 MINUTOS ANTES DE TOMAR LA PRESION ARTERIAL. SI ESTAS COMIENDO O BEBIENDO, ESPERA AL MENOS 30 MINUTOS ANTES DE TOMAR LA PRESION ARTERIAL.

ASISTENTE DE ENFERMERIA DEBE ESTAR PRESENTE EN EL MOMENTO DE TOMAR LA PRESION ARTERIAL PARA AYUDARTE A MEDIRLA CORRECTAMENTE.

USAR UN METODOS DE MEDICION CALIBRADOS Y VALIDADOS REVISAR EL CANGUO Y AJUSTE DEL BRACCLETE.

ESCRIBIR LA PARTE SUPERIOR DEL BRACCLETE ARRIBA DEL NIVEL DEL CODO.

Niveles de presión arterial recomendados por la Asociación Americana del Corazón

CATEGORÍA DE LA PRESIÓN ARTERIAL	PRESIÓN SISTÓLICA (mm Hg)	PRESIÓN DIASTÓLICA (mm Hg)
Normal	Menos de 120	Menos de 80
Prehipertensión	120-139	Menos de 80
Hipertensión Estadio 1	130-139	80-89
Hipertensión Estadio 2	140 o más alta	90 o más alta

Normal Top #: LESS THAN 120 And Bottom #: LESS THAN 80

Elevated Top #: 120 - 129 And Bottom #: LESS THAN 80

STAGE 1 BLOOD PRESSURE (HYPERTENSION) STAGE 1 Top #: 130-139 OR Bottom #: 80-89

HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 2 Top #: 140 OR HIGHER OR Bottom #: 90 OR HIGHER

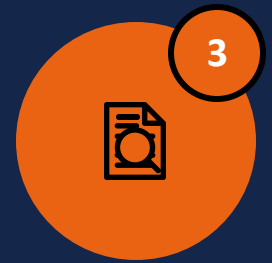
HYPERTENSIVE CRISIS (consult your doctor immediately) Top #: HIGHER THAN 180 AND/OR Bottom #: HIGHER THAN 120

seek medical attention immediately; follow recommendations.

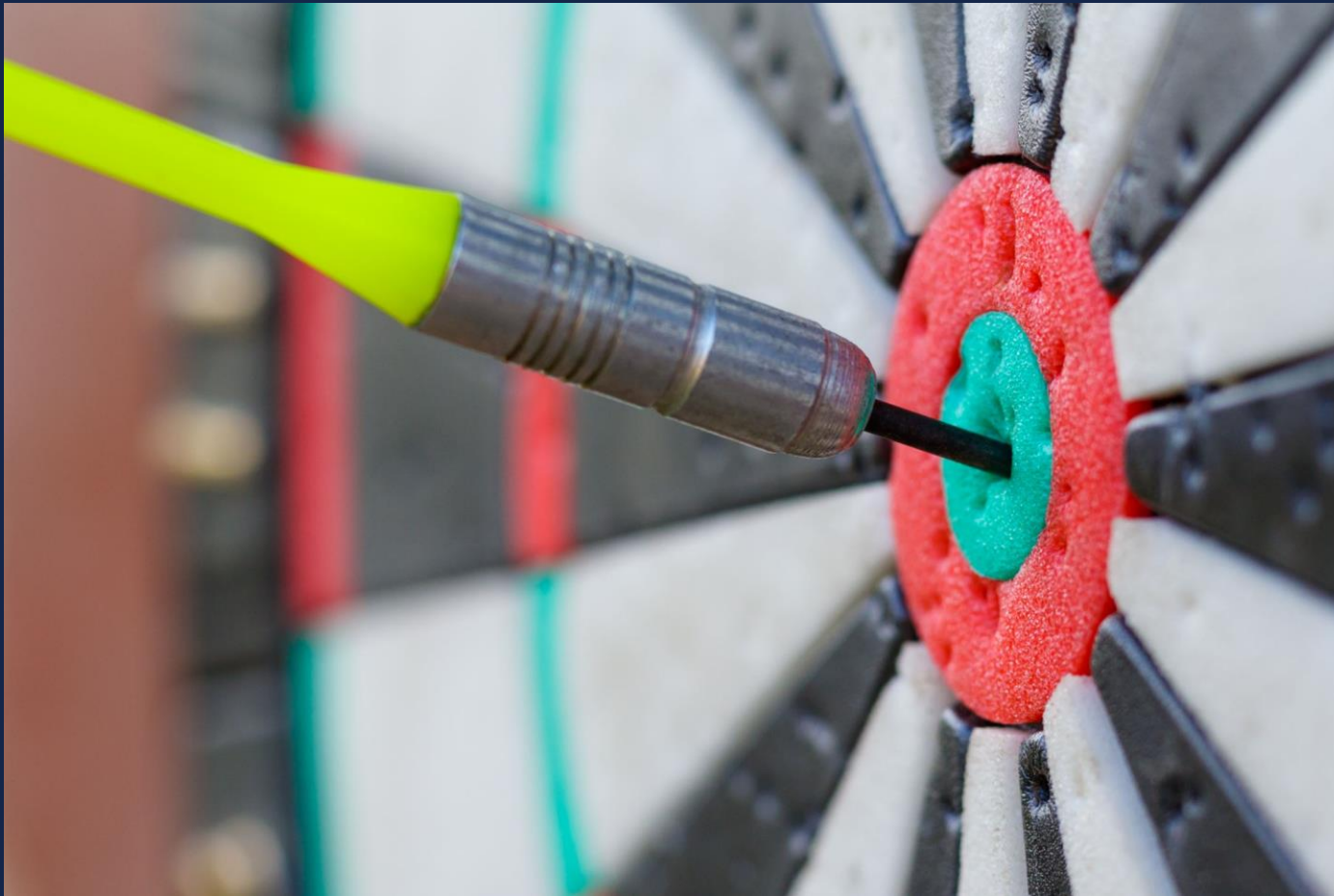
Date/Time	Blood Pressure	Pulse

Created: 1/8/18

FIND YOUR TARGET



RESEARCH

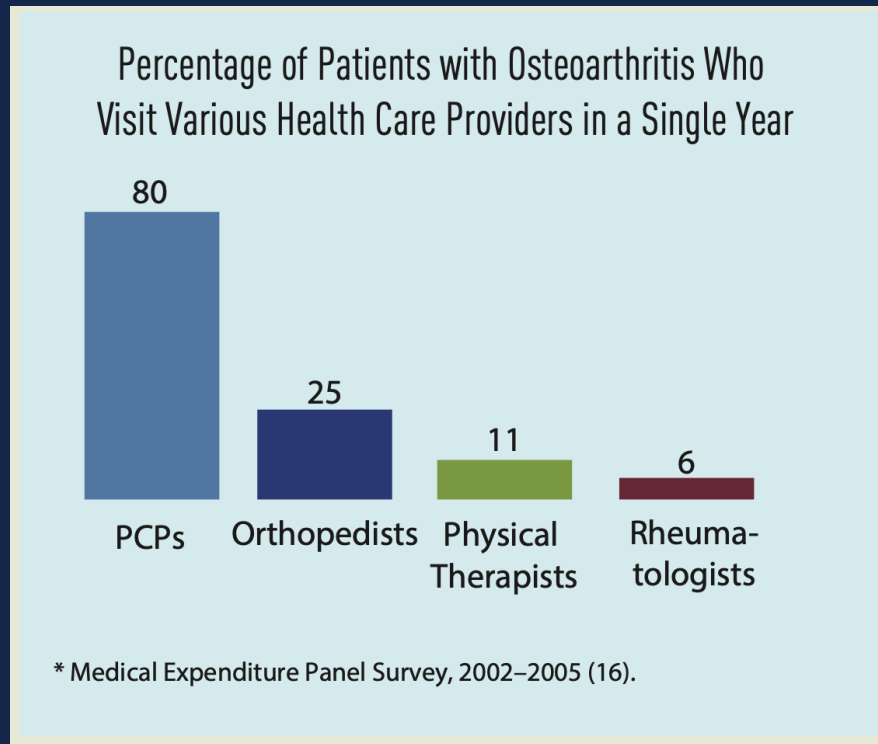


TARGET MEDICAL PRACTICES

I.E., “SELLING” CHRONIC DISEASE SELF-MANAGEMENT PROGRAM



RESEARCH



https://www.cdc.gov/arthritis/marketing-support/1-2-3-approach/docs/pdf/Arthritis-Marketing-Guide_Introduction.pdf

TRUST



RESEARCH CLINICAL
PROCESS

- RESEARCH trusted sources for Target Audience
 - WHO does your target population trust?
 - Get comfortable with the data-- backward and forward



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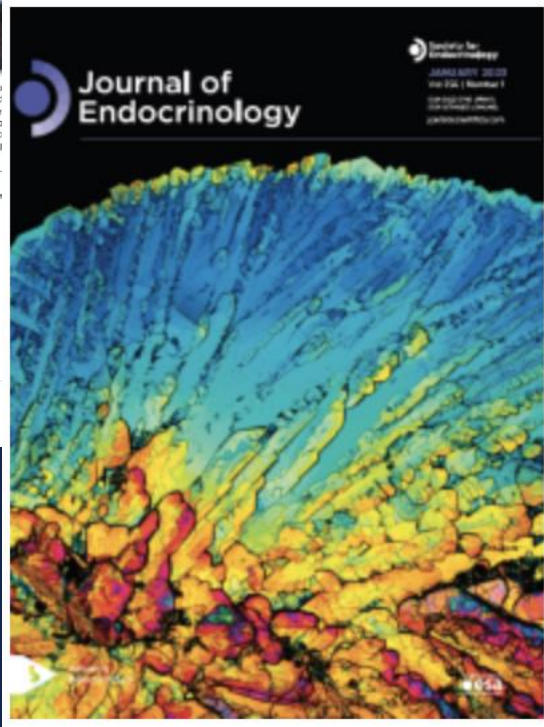
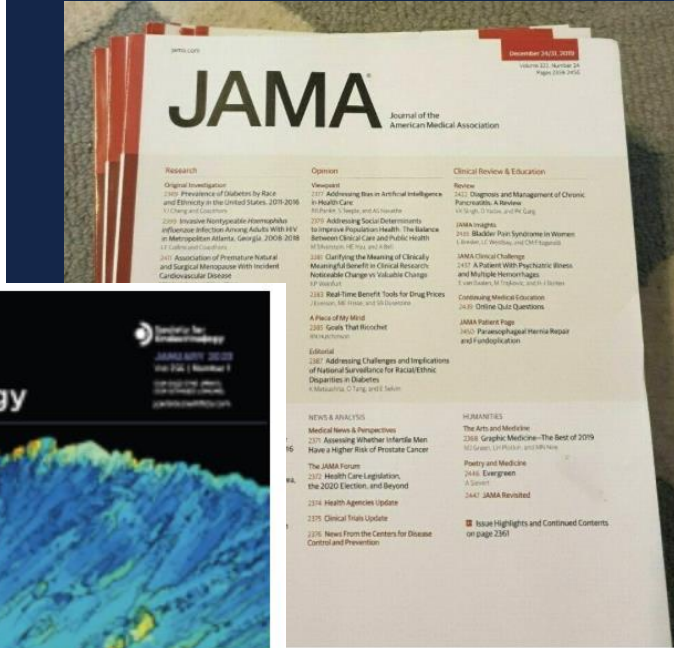
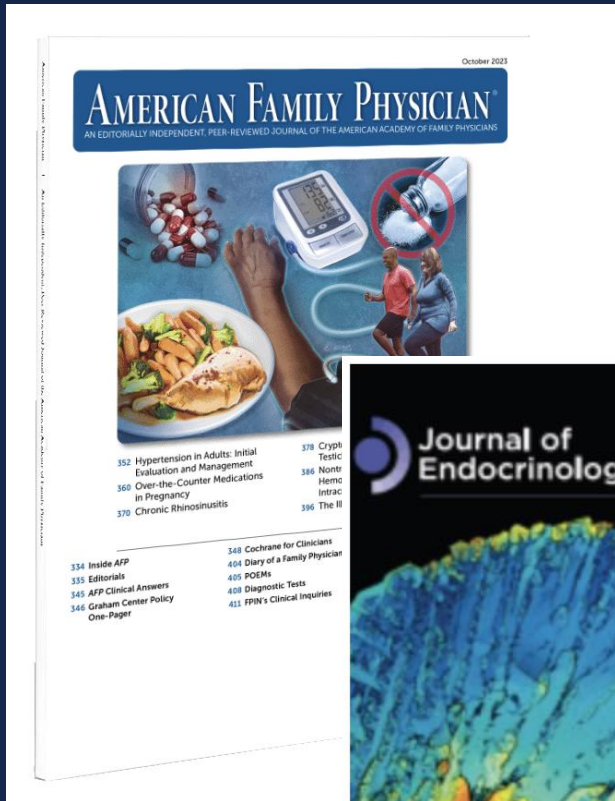
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RESEARCH

TIMELY ARTICLES FROM JOURNALS RESPECTED BY TARGET AUDIENCE



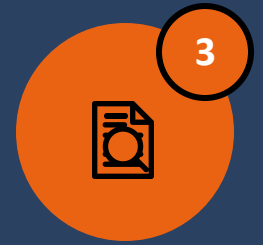
RESEARCH
CLINICAL
PROCESS/CHANGE
YOU ARE 'SELLING'



- 334 Inside AFP
- 335 Editorials
- 345 AFP Clinical Answers
- 346 Graham Center Policy One-Page
- 348 Cochrane for Clinicians
- 404 Diary of a Family Physician
- 405 POEMs
- 408 Diagnostic Tests
- 411 FPIN's Clinical Inquiries
- 378 Cryptic Testic
- 386 North Hamc IntraC
- 396 The II

- NEWS & ANALYSIS
- Medical News & Perspectives
- 227 Assessing Whether Infertile Men Have a Higher Risk of Prostate Cancer
- The JAMA Forum
- 2022 Health Care Legislation, the 2020 Election, and Beyond
- 214 Health Agencies Update
- 219 Clinical Trials Update
- 278 News From the Centers for Disease Control and Prevention
- HUMANITIES
- The Arts and Medicine
- 2368 Graphic Medicine—The Best of 2019
- McGee, L. P. (2019)
- Poetry and Medicine
- 2448 Evergreen
- 2449 JAMA Revisited
- Issue Highlights and Continued Contents (on page 236)

INCENTIVES



RESEARCH

To meet your goal....
Find your target's *WHY*



INCENTIVES



ARE CRITICAL

WHY will your target audience WANT or NEED to make a change?

- ▶ FEEL-GOOD incentive: PATIENTS' CONDITIONS ARE WELL-CONTROLLED
- ▶ WHAT TYPES OF MONETARY INCENTIVES EXIST?
- ▶ WHO WILL BENEFIT MOST/WHAT TYPE OF MEDICAL PROVIDER (i.e., primary care)

WHY

Chronic Disease Prevention Program Savings



CDC Meta Analysis Research, CDSMP

2013 article re: potential ER visit reduction due to patient use of CDSMP, studied:

- 1,170 community-dwelling participants at baseline, 6 mo. & 12 mo.
- 22 different organizations, across 17 states

The impact of chronic disease self-management programs: healthcare savings through a community-based intervention: Ahn, SangNam;Basu, Rashmita;Smith, Matthew Lee;Jiang, Luohua;Lorig, Kate;Whitelaw, Nancy;Ory, Marcia G; Published Date : Dec 06 2013, Source : BMC Public Health. 2013; 13:1141. URL : <https://stacks.cdc.gov/view/cdc/22476>



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SAVINGS



2

- **ER Visits down by 5%** at 6 months and 12 months
- **Hospitalization down by 3%** at 6 months, and 12 months
- Medical Care **cost reduction of \$364/patient, per year**

**Using 2010 Medical Expenditure Panel Survey reference after deducting CDSMP program cost*

UPDATED SAVINGS:
Multiplying x 30% for 2023, **potential savings per participant = \$473.20 or more** in 1st year after CDSMP program completion

**Statistics: Centers for Disease Control and Prevention, National Center for Chronic Disease and Health Promotion, Atlanta, GA. Model-based estimates generated using BRFSS 2020 or 2019, Census 2010 population counts or census county population estimates of 2020 or 2019, and ACS 2015-2019.*

Citation: The impact of chronic disease self-management programs: healthcare savings through a community-based intervention: Ahn, SangNam;Basu, Rashmita;Smith, Matthew Lee;Jiang,



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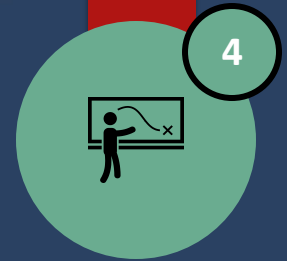
INCENTIVES



What applies to your target group?

- ▶ Quality Ratings: CMS
Star Ratings
- ▶ Value-Based Purchasing
Goals
- ▶ Where to find them?
 - ▶ STATE DOH
 - ▶ CDC, CMS, American
Medical Association

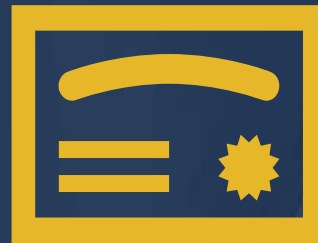
INCENTIVES



CREATE PRESENTATIONS



VALUE-BASED PURCHASING: Monetary rewards for medical practices reducing costly treatments, medical conditions, hospitalizations and prescriptions



ACCREDITATION: May require achievement of goals your program/s help to reach



QUALITY MEASURES: How could they be improved by using your program?

WHY

slide
sample

National DPP lifestyle change program

Randomized controlled trial that compared placebo, medication (metformin) and intensive lifestyle intervention in over 3,000 adults at high risk for diabetes



At average three years follow-up, the **lifestyle intervention** reduced the incidence of diabetes by **58%** compared to placebo.



During the same time period, **metformin** reduced the incidence of diabetes by **31%** compared to placebo.

Knowler WC, Barrett-Connor E, Fowler SE, et al.; Diabetes Prevention Program Research Group. Reduction in the incidence of type 2 diabetes with lifestyle intervention or metformin. *N Engl J Med.* 2002;346:393–403.



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WHY

PRACTICE BENEFITS ROI=Reduced medical expenditures

slide
sample

Potential medical expenditure reduction associated with diabetes and other chronic diseases.¹

- Potential savings **of nearly \$500 per patient in the first year¹ + approximately \$8,000** in medical spending **for EACH participant** who does not progress to type 2 diabetes.^{2,3}

PROJECTED MEDICAL COST SAVINGS LINK
CDC Calculator (State, Employer, Insurer): [Diabetes Prevention Impact Toolkit - Diabetes Toolkit \(cdc.gov\)](#)

Individual results vary depending on the cost of program participation, the prevalence of prediabetes, course enrollment rate and completion rate.

1. The impact of chronic disease self-management programs: healthcare savings through a community-based intervention: Ahn, SangNam;Basu, Rashmita;Smith, Matthew Lee;Jiang, Luohua;Lorig, Kate;Whitelaw, Nancy;Ory, Marcia G; Published Date : Dec 06 2013, Source : BMC Public Health. 2013; 13:1141. URL : <https://stacks.cdc.gov/view/cdc/22476>

2. American Diabetes Association. Economic Costs of Diabetes in the US in 2017. *Diabetes Care*. 2018; 41(5): 917-928.

3. Khan, Tamkeen, Stavros Tsipas, and Gregory Wozniak. "Medical care expenditures for individuals with prediabetes: the potential cost savings in reducing the risk of developing diabetes." *Population health management 20.5 (2017): 389-396*



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WHY

slide
sample

Diabetes Prevention Program Savings Calculators:

Calculate Potential Cost Savings with Diabetes Prevention Program (DPP), Employer (CDC):
<https://nccd.cdc.gov/Toolkit/DiabetesImpact/Employer>

Calculate Potential Cost Savings with DPP, Insurer (CDC):
<https://nccd.cdc.gov/Toolkit/DiabetesImpact/Insurer>

WHY

Benefits to Your Practice

Lifestyle change program course referrals:

- **Reinforce** important medical advice from you;
- **Provide your patients with evidence-based information about** weight loss, diet, exercise, & important lifestyle changes; and
- Increase patient knowledge, which **saves staff time** during office visits.



WHY

Benefits to Your Practice

Referring patients to Chronic Disease Self-Management and Diabetes Prevention Courses also supports:

- Patient Centered Medical Home **(PCMH) recognition**,
- **Meaningful use** of your electronic medical record; and
- Supports **PCMH recognition** via Standard 4:
 - A. Self-Care Support, and
 - B. Provide Referrals to Community Resources. *Last Reviewed: December 30, 2022*



WHY

slide
sample

National DPP lifestyle change program



PERSISTENT Relative Risk Reduction VS. Metformin

- VERIFIED at 10, 15 and 22 years in multi-year retrospective study review

(Hostalek, U., & Campbell, I. (2021). Metformin for diabetes prevention: update of the evidence base.

Current medical research and opinion, 37(10), 1705–1717.

<https://doi.org/10.1080/03007995.2021.1955667>)



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DETAILING TOOLKITS



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YOUR DETAILING TOOLKIT

- ✓ Provider Outreach Tracking Spreadsheet
- ✓ Provider outreach packets containing the following:
 - Overview fact sheet for providers, one copy for each provider or staff member
 - Intervention-specific fact sheet on each program you're promoting, one copy for each provider or staff member
 - Evidence table (if needed) on each program you're promoting, one copy for each provider or staff member
 - Patient brochure and class schedules, 50–100 copies each
- ✓ Posters (1–3)
- ✓ Your business cards
- ✓ Power Point slides (as needed)



TOOLKIT FOR MEDICAL PROVIDERS:

Folders, Electronic and Print

- Articles, slides, research summary, posters/pamphlets
- Basic and customizable
- Suggested Work Flow Chart for target audience: customizable template/s

Toolkit for Medical Providers: Your turn!

Suggested Work Flow Chart for target audience

- Customizable template

Step 1: Measure	When	Who	How (draw from AMA-CDC tools)
Point-of-care method <ul style="list-style-type: none"> o Assess risk for prediabetes during routine office visit o Test and evaluate blood glucose level based on risk status 	<ul style="list-style-type: none"> o At the front desk o During vital signs 	<ul style="list-style-type: none"> o Receptionist o Medical assistant o Nurse o Physician o Other _____ 	<ul style="list-style-type: none"> o Provide "Are you at risk for prediabetes?" patient education handout in waiting area o Use/adapt "Patient flow process" tool o Use CDC or ADA risk assessment questionnaire at check-in o Display 8 x 11" patient-facing poster promoting prediabetes awareness to your patients o Use/adapt "Point-of-care algorithm"
Retrospective method <ul style="list-style-type: none"> o Query EHR to identify patients with BMI ≥ 24* and blood glucose level in the prediabetes range 	<ul style="list-style-type: none"> o Every 6–12 months 	<ul style="list-style-type: none"> o Health IT staff o Other _____ 	<ul style="list-style-type: none"> o Use/adapt "Retrospective algorithm"
Step 2: Act			
Point-of-care method <ul style="list-style-type: none"> o Counsel patient re: prediabetes and treatment options during office visit o Refer patient to diabetes prevention program o Share patient contact info with program provider** 	<ul style="list-style-type: none"> o During the visit 	<ul style="list-style-type: none"> o Medical assistant o Nurse o Physician o Other _____ 	<ul style="list-style-type: none"> o Advise patient using "So you have prediabetes ... now what?" handout o Use/adapt "Health care practitioner referral form" o Refer to "Commonly used CPT and ICD codes"
Retrospective method <ul style="list-style-type: none"> o Inform patient of prediabetes status via mail, email or phone call o Make patient aware of referral and info sharing with program provider o Refer patient to diabetes prevention program o Share patient contact info with program provider** 	<ul style="list-style-type: none"> o Contact patient soon after EHR query 	<ul style="list-style-type: none"> o Health IT staff o Medical assistant (for phone calls) o Other _____ 	<ul style="list-style-type: none"> o Use/adapt "Patient letter/phone call" template o Use/adapt "Health care practitioner referral form" for making individual referrals o Use/adapt "Business Associate Agreement" template on AMA's website if needed
Step 3: Partner			
With diabetes prevention programs <ul style="list-style-type: none"> o Engage and communicate with your local diabetes prevention program o Establish process to receive feedback from program about your patients' participation 	<ul style="list-style-type: none"> o Establish contact before making 1st referral 	<ul style="list-style-type: none"> o Medical assistant o Nurse o Physician o Other _____ 	<ul style="list-style-type: none"> o Use/adapt "Business Associate Agreement" template on AMA's website if needed o Refer to "Commonly used CPT and ICD codes"
With patients <ul style="list-style-type: none"> o Explore motivating factors important to the patient o At follow-up visit, order/review blood tests to determine impact of program 	<ul style="list-style-type: none"> o During office visit o Other _____ 	<ul style="list-style-type: none"> o Office manager o Other _____ 	<ul style="list-style-type: none"> o Advise patient using "So you have prediabetes ... now what?" handout and provide CDC physical activity fact sheet

https://www.cdc.gov/diabetes/prevention/pdf/map-to-diabetes-prevention-for-your-practice_tag508.pdf



Make a step-by-step plan to improve your health—and your life.



"The class helped me manage my diabetes better, and my A1C is within normal limits now."
— Sue from Washington

"I have learned there are people like me, not doing life to the fullest because of a chronic condition, and that one can make a forecast!"
— Candice from Washington



"After taking the workshop, I have since lost 25 pounds. I began exercising and eating healthier. After losing the weight along with proper nutrition and exercises I have been able to get off of my blood pressure medicine and my blood pressure now reads about 130/70. I feel great and have a lot more energy."
— Sam from Virginia



"My pain was my boss. It was telling me what I could and couldn't do. This workshop put ME back in charge."
— Sue from Washington



Sign up today—and take charge of your health!

The Diabetes Prevention Plan and Chronic Disease Self-Management Programs are **FREE** through most health insurances, but spaces are limited.



In partnership with ...



www.erie.gov/health

"My pain was my boss. It was telling me what I could and couldn't do. This workshop put ME back in charge."
— Sue from Washington

— Sue from Washington



Task 1
Register information
1. Integ 716-716-7161
2. Integ Dial 2
3. Kaita kma



Get practical tips that you can use right away.

Chronic Disease Self-Management Programs are a 1-day to 1-year long programs that meet once, weekly or monthly.

- Get support from people like you who are living with ongoing health conditions
- Learn relaxation and other strategies to deal with pain, fatigue, and frustration
- Discover how healthy eating can improve your condition
- Create an exercise program that works for you
- Understand new treatment choices
- Explore how to talk with your doctor and family about your health

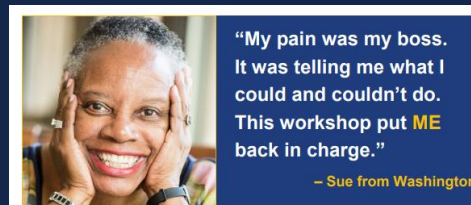


The Chronic Disease Self-Management programs are **FREE** to most patients through health insurance, and are proven to work. Research has found that people who complete these programs:

- Feel healthier and have a better quality of life
- Experience fewer sick days and days in depression
- Are better able to manage symptoms like fatigue, pain, shortness of breath, stress, and sleep problems
- Are more physically active
- Improve communication with their doctors
- Take medications as prescribed
- Feel more confident when completing medical forms

Don't let an ongoing health condition rule your life.

Living with a chronic condition such as diabetes, arthritis, high blood pressure, heart disease, pain, or anxiety can be a daily challenge. But it doesn't have to be. Self-Management programs offered by the YMCA, WNY Integrated Care, Erie County Senior Services and Catholic Health System can help you take charge of your health—and feel better.



Take charge of your health with HEALTHY ERIE 2023

Don't let an ongoing health condition rule your life. If you have diabetes, arthritis, high blood pressure, heart disease, pain, anxiety, or another chronic condition, sign up today for one of the free or low-cost workshops offered by Erie County Senior Services and WNY Integrated Care Collaborative, Catholic Health System, or the Buffalo-Niagara YMCA.

Attend a **FREE** 6-week workshop and discover how to:

- Eat well and exercise safely
- Explore new treatment options
- Cope with pain and fatigue
- Talk with your doctor

Use Code **HEALTHYERIE 23** To register, contact:
 1. <https://www.wnyicc.org>/Contact or call: 716-431-5100
 2. Janice Nowak, Erie County Senior Services: 716-858-7470
 3. <http://www.chsbuffalo.org/DiabetesSelfManagement> or call: 716-447-6205
 4. Katarina Manuse, atkmanuse@ymcabcn.org or call: 716-276-8300



Spaces are limited - Call today!



National Diabetes Prevention Program (National DPP) lifestyle change program referral template

This resource can be used as a guide for creating a form to refer patients from clinical settings to a National DPP lifestyle change program provider. The elements noted comprise potential key information to include in a referral and a sample template is also displayed below.

- Patient information: Name, contact information (address, phone, email), birth date/age, gender, health insurance, employer, preferred method of contact, preferred time to contact.
- Health care provider information: Physician/provider name, practice name, practice contact name, practice information (address, phone, fax, etc.)
- Other information: Date of referral, authorization information (language that meets your organization's specific legal requirements for privacy and security, etc.), eligibility for program information (patient body mass index, medical history and blood test results), signatures of physician/ordering provider and patient OR patient representative.

This resource is provided for informational purposes only and does not constitute legal advice. Please consult with a qualified legal advisor to create a resource for use within your organization.

Send to (program name): Fax/Email:

Patient information		
Name	Address	
Gender	City	
Birth date (mm/dd/yy)	State	
Employer	ZIP code	
Preferred method of contact	Phone	
Preferred time to contact	Health Insurance	
Health care provider information		
Physician/NP/PA name	Address	
Practice name	City	
Phone	State	
Fax	ZIP code	
Date: _____ Health care provider signature: _____		
Authorization for release of health information [Insert your organization's specific legal language here.]		
Referral eligibility information:		
Criteria	Reference range	Result
<input type="checkbox"/> Body Mass Index (BMI)	Eligibility = ≥25 (≥23 if Asian)	_____
<input type="checkbox"/> Blood test		
• Hemoglobin A1C	5.7-6.4%	_____
• Fasting plasma glucose	100-125 mg/dL	_____
• 2-hour oral glucose tolerance test	140-199 mg/dL	_____
Date of blood test (mm/dd/yy): _____		
<input type="checkbox"/> History of Gestational Diabetes		

TO REGISTER FOR CLASSES, PLEASE USE REFERRAL CODE: "HEALTHY ERIE COUNTY 2023"

Chronic Disease Self-Management Programs and DIABETES SELF-MANAGEMENT PROGRAMS for individuals diagnosed with diabetes

Program	Facility	Location	Date and Time	Frequency
Chronic Disease Self-Management Program (DSMP)	North Buffalo Community Center (Development Corporation), 203 Sanders Road	Buffalo, NY, 14216	February 3-March 10, @ 9:30AM-12PM (Fridays)	Weekly
Chronic Disease Self-Management Program	Sisters of Charity Hospital, 2157 Main Street	Buffalo NY 14214	March 14, 15, 16 (T,W,Th), 9AM-11:30AM	2.5 hours a day
Chronic Disease Self-Management Program (DSMP)	Hamburg Senior Center, 4540 Southwestern Boulevard	Hamburg, NY, 14075	March 23-April 27, 1:00PM-3:30PM (Thursdays)	Weekly
Chronic Disease Self-Management Program (DSMP)	Gloria J. Parks Community Center, 3242 Main Street	Buffalo, NY 14214	April 17-May 22, 2023, 1:30PM-4:00PM (Mondays)	Weekly
Chronic Disease Self-Management Program	St. Joseph Campus of Sisters' Hospital, 2605	Cheektowaga, NY 14225	May 2, 3, 4 (T,W,Th), 9AM-11:30AM	2.5 hours a day

VISITS: HOW-TO

1. Initial phone call to schedule an outreach visit
 1. Confirmation phone call
 2. Outreach visit



CREATE PRESENTATIONS



https://www.cdc.gov/arthritis/interventions/marketing-support/1-2-3-approach/docs/pdf/chronic_toolkit_scripts.pdf



In-person visits



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VISIT PLANNING



START
WITH A
SMILE

1



END WITH
AN ASK
(ACTION)

2



PARTNER
WITH
PRACTICE

3





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VISIT PLANNING

FIRST VISIT

- **ASSESS** Relevant practices
- **IDENTIFY GATEKEEPER, DECISION-MAKER; GET PHONE # (DIRECT) AND EMAIL/S**
- **PROVIDE OVERVIEW & KEY MESSAGES**
- **ACTION KIT/FOLDER HANDOUT**

SECOND VISIT

- **REVIEW SLIDES, FLOW SHEET**
- **SELF-ADMINISTERED QUESTIONNAIRES**
- **GIVEAWAY ITEMS, PATIENT SUPPORTS**

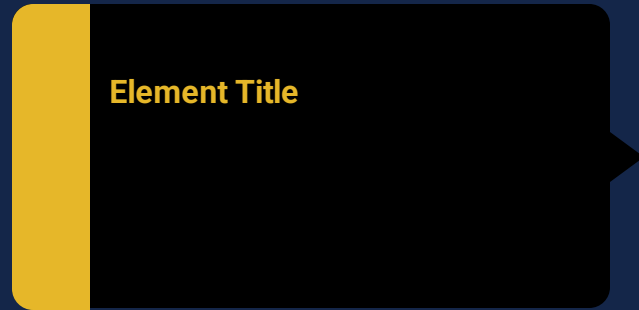
FINAL VISIT

- **REINFORCE KEY MESSAGES**
- **DELIVER GIVEAWAY ITEMS**
- **REPLENISH PATIENT HANDOUTS**

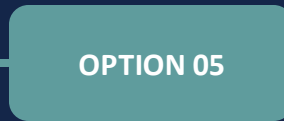
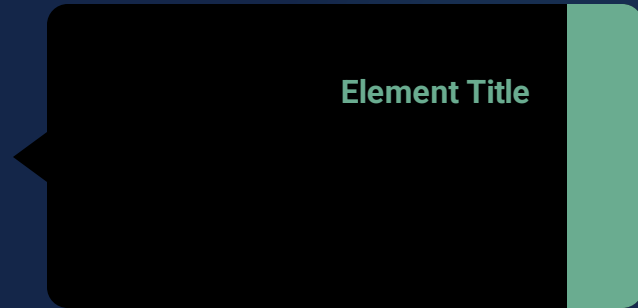
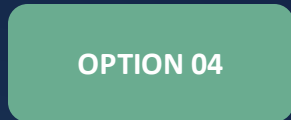


CALL AND VISIT SCRIPT AND PROCESS FLOW:

“Be ready to be ready”



CREATE PRESENTATIONS



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Briefly describe the intervention

Key elements:

- Overall goals
- Types of patients likely to benefit
- Proven benefits
- Costs
- Availability and locations of intervention/s

★ Refer to the key points for specific interventions

★ Use fact sheets and evidence tables to supplement your discussion as necessary.



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YOUR TURN: SCRIPT AND FLOW

For Responses & Follow-Up

- Even if you don't follow exactly!



CREATE PRESENTATIONS

INITIAL PHONE CALL TO PCP OFFICES

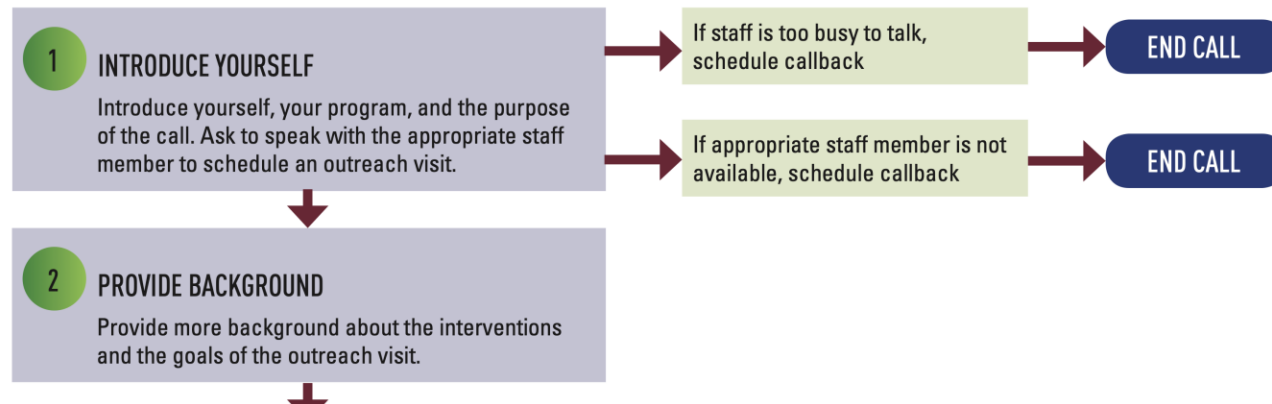
Purpose

To persuade office staff to schedule an outreach visit with an intervention marketer to discuss locally available self-management education workshops and physical activity classes.

Tools Needed

Provider Outreach Tracking Spreadsheet

Call Flow



https://www.cdc.gov/arthritis/interventions/marketing-support/1-2-3-approach/docs/pdf/chronic_toolkit_scripts.pdf



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Call Script

1 INTRODUCE YOURSELF

✦ Introduce yourself and briefly describe the purpose of your call.

“Good morning / afternoon, I’m [NAME], calling from the [NAME OF ORGANIZATION]. We’re working with the Centers for Disease Control and Prevention to get the word out to area health care providers about classes offered in our community that are proven to help people with chronic disease manage their symptoms and improve their quality of life. We’d like to visit your practice to discuss the interventions and how your patients can benefit. Is there someone I could speak with about scheduling a 5-minute meeting with Dr. [NAME] and members of your staff?”

IF you are speaking to the appropriate staff person → **GO TO STEP 2**

IF transferred to new staff member, repeat introduction as follows:

“Good morning / afternoon, I’m [NAME], calling from the [NAME OF ORGANIZATION]. We’re working with the Centers for Disease Control and Prevention to get the word out to area health care providers about classes offered in our community that are proven to help people with chronic disease manage their symptoms and improve their quality of life. We’d like to visit your practice to discuss the interventions and how your patients could benefit.”

↳ **GO TO STEP 2**

IF staff is too busy to talk:

“I understand. When would be a better time for me to call back?”

“Whom shall I ask to speak with?”

“Great. I’ll call back [DATE AND TIME—e.g., at 4 p.m. tomorrow, before 10:00 tomorrow morning, after 5 p.m. on Wednesday]. Thanks so much for your time.”

↳ **END VISIT**

IF If the appropriate person to schedule the visit is not available:

“Whom should I speak with to schedule a meeting?”

“When is a good time for me to reach [NAME]?”

“Great. I’ll call back [DATE AND TIME—e.g., at 4 p.m. tomorrow, before 10:00 tomorrow morning, after 5 p.m. on Wednesday] to speak with [NAME]. Shall I use this phone number or is it better for me to call [NAME] on a direct line?”

“Thanks so much for your time.”

↳ **END VISIT**

4



CREATE PRESENTATIONS

https://www.cdc.gov/arthritis/interventions/marketing-support/1-2-3-approach/docs/pdf/chronic_toolkit_scripts.pdf



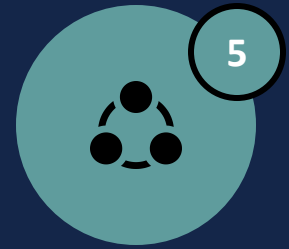
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CALLS AND MEETINGS: KEEP IT SIMPLE

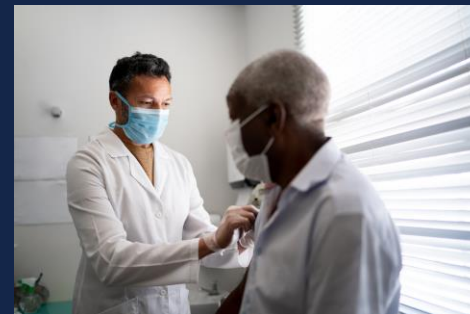


IMPLEMENT DETAILING
PROCESS

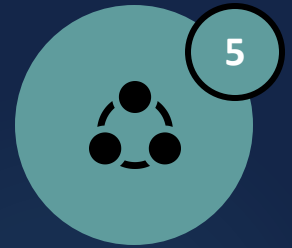
CHALLENGES:

- ▶ NOT ENOUGH TIME
- ▶ LIMITED ADMIN PERSONNEL
- ▶ LIMITED FINANCIAL RESOURCES

ALL EXACERBATED BY COVID-19 PANDEMIC



AT THE HEART OF THE PROCESS...



IMPLEMENT DETAILING
PROCESS



Centers for Disease Control and Prevention

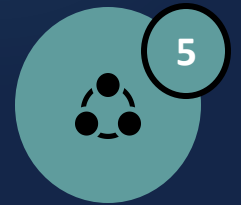
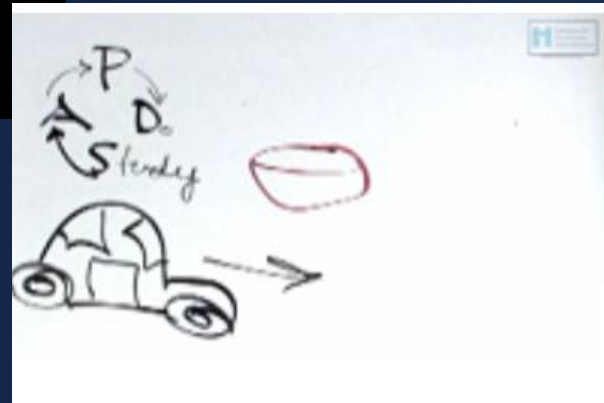
CDC 24/7: Saving Lives. Protecting People™



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IMPLEMENT
DETAILING PROCESS



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slide sample

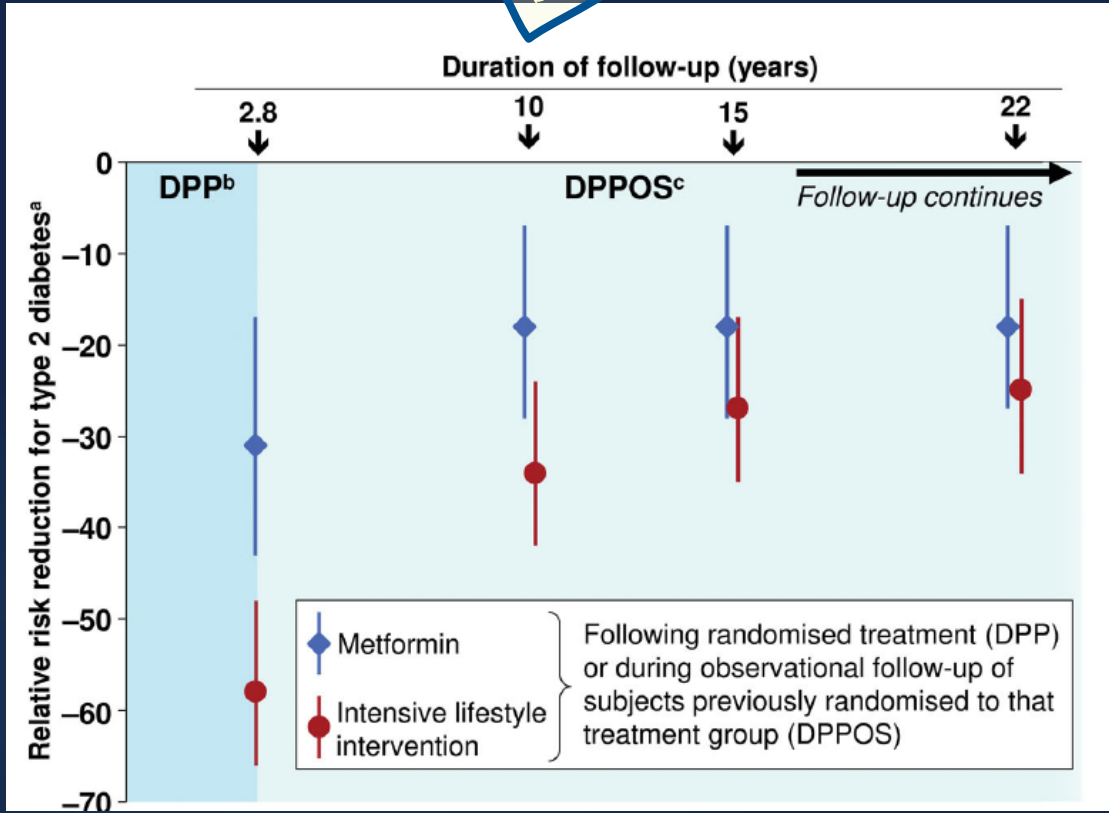


Figure 2. Summary of relative risk reductions for type 2 diabetes in the Diabetes Prevention Program (DPP) and its epidemiological follow-up study, the Diabetes Prevention Program Outcomes Study (DPPOS). **A)** Relative to placebo (DPP) or subjects formerly randomised to placebo (DPPOS). **B)** Randomized phase. **C)** Epidemiologic follow-up. Bars are 95%CI. Points and bars have been displaced laterally where they overlap to improve clarity (all pairs of measurements were from the same time points).

Above chart is compiled from data presented in references 14,62,65–68.: (Hostalek, U., & Campbell, I. (2021). Metformin for diabetes prevention: update of the evidence base. Current medical research and opinion, 37(10), 1705–1717. <https://doi.org/10.1080/03007995.2021.1955667>)



TRACKING!

5

IMPLEMENT DETAILING
PROCESS

- ▶ Excel, Access, Contact Relationship Management
 - ▶ Tracking Materials
 - ▶ Tracking Results





#	FOLDER	Presentatio	CONTACT NAME				
1	X	X	Dr. Frances Ilozue	Followed up 3/2; invited Wed prog	Presented slides to Dr. Ilozue Wed. 3/7 and received positive feedback, Dr. Ilozue ordered 20 copies of brochures at each site along with posters	On 3/8 went into the office to print the handouts, which I plan to drop off at Rapha's Main Street locations, 20 brochures for each location	IMPLEMENT DETAILING PROCESS 3/10, dropped off handouts at Rapha's UB-Main Street location; on 3/15. dropped off additional handouts at Rapha's Sisters' Hospital Main Street office and spoke briefly with the office manager there
2		X	Ciera Ladd, front office management: 716-881-6191 Ext 308/304	Stop 2/24	Called back and spoke with Ciera 3/2/23; she will find out who is most appropriate to meet with and call back by end of day/3 pm; Laurene Walker, Operations Manager for the practice, has my contact information and will call back to set a time to discuss the program. (3/2/23)	Stopped by the Barton Road office 3/8 and spoke with Ciera, who set up an 8:45 a.m. time for me to meet with Laurene Walker tomorrow (Friday 3/10) on Broadway, third floor	Met with Lorene Walker on Friday, 3/10, to discuss the project and CDSMP classes, also took a paper survey from Lorene before the discussion. Gave her the presentation that could be shared with clinical staff, from my computer. I will follow up this week.

MAP YOUR VISITS



IMPLEMENT
DETAILING PROCESS

- ▶ PLAN BY ZONE/REGION/ZIP CODE
- ▶ USE MAPPING TOOLS TO MAXIMIZE VISITS



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HEALTHY ERIE COUNTY 2023 PROGRAM

CHRONIC DISEASE SUPPORTIVE PATIENT HANDOUTS

ORDER FORM FOR PRINTED COPIES



Erie County
Department of
Health



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DATE REQUEST FILED:

05/04/2023

REQUESTER'S NAME:

K [REDACTED]

REQUESTER'S PHONE NUMBER:

716 [REDACTED]

REQUESTER'S EMAIL
ADDRESS:

K [REDACTED]@com

NYS Public Health Corps
Fellowship Support Contact:

Liz Urbanski-Farrell, Senior
Graduate Fellow

716-228-2884

elizabeth.urbanski-
farrell@erie.gov

DELIVERY address, contact name and phone# and special instructions:

[REDACTED]

ITEM DESCRIPTION	# OF COPIES REQUESTED
CHRONIC DISEASE SELF-MANAGEMENT PROGRAM POSTER (English and Spanish)	English # 10
CHRONIC DISEASE SELF-MANAGEMENT PROGRAM BROCHURES (English and Spanish)	English # 20
AREA COURSE LISTING WITH REGISTRATION INFORMATION (English)	English # 10
ERIE COUNTY DOH OHE KNOW YOUR NUMBERS HANDOUT-ENGLISH, SPANISH, BENGALI, ARABIC (Specify # of each)	English # 30
BLOOD PRESSURE LOG-ENGLISH and SPANISH	



IMPLEMENT
DETAILING PROCESS



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Ordered 7/7/23, DELIVERED: 7/18/23

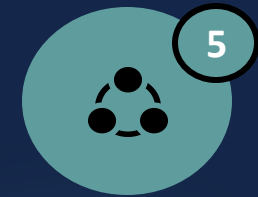
Item	Description	Special requests		Language	Quantity	Amount		
		Cardstock						
	BLOOD PRESSURE LOG			English, Spanish	10 each language	20		
	MY PLATE visual meal planner			Eng., Sp., Bengali and Arabic	20 ea. Language	80		
	CDC Prediabetes Risk Test			Eng. Sp.	15 Eng., 10 Sp.	25		
	Updated course listing w/registration info.				30	30		
	Updated CDSMP DPP posters			English, Sp.	5 ea	10		
	Updated CDSMP DPP Brochures			Eng., Sp.	20 ea	20		
	Flexible flyers				40			
	Veggie Peelers				20			
	Water bottles				3		Total	185

City/State/Zip Buffalo NY 14207

Note: Ordered 7/14/2023; Delivered 7/31/2023

Item	Description	Special requests		Language	Quantity	Amount		
		Cardstock						
	Chronic Disease SM Poster	X		English and Spanish	2 English, 2 Spanish	4		
	Blood Pressure Log			English, Spanish	100 English, 100 Spanish	200		
	Make the Connection: CKD, Heart Disease, Diabetes			English	50	50		
	CDC Prediabetes Risk Test			English, Spanish	100 English; 50 Spanish	150		
	Reading Food Labels			English, Spanish	200 English; 50 Spanish	150		
	Measure BP Accurately at Home			English, Spanish	100 English; 50 Spanish	150		

Total 704



IMPLEMENT DETAILING PROCESS



	A	B	C	D	E	F	G	H	I	J	K	L
1	Items	Hand Sanitizer	Clipboards	Water Bottles	Veggie peeler	Flexible Flyers	Pens	Brochures-ENG	Brochures-SF	Posters-ENG	Posters-SF	Class sched
2	Inventory	40	2	14	17	90	30	500				
3		packs of 5	1	packs of 1	packs of 5	packs of 10	Packs of 5	packs of 25				
4												
5												
6												
7												
8	Frank Laurrie & Associates	10		3	4	18	5	100				
9	UBMD Internal Medicine	10	1	3	5	18	10	100				
10	Grider Family Health	10	1	3	5	36	5	100				
11	Neighborhood Health Ctrs	10		4	5	18	10	100				
12												
13												
14												
15	BROCHURES ETC ONLY											
16												
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24												



IMPLEMENT
DETAILING
PROCESS



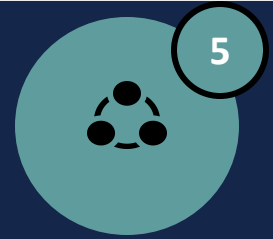
IMPLEMENT DETAILING
PROCESS

PERSISTENCE

AVERAGE OF **four (4) PHONE CALLS, (3) in-person public health detailing visits and two (2) emails per practice** before a presentation could be given to a decision-maker in a medical practice.



PAYOFF



IMPLEMENT DETAILING
PROCESS

- ▶ When individualized PowerPoint presentations were made in front of clinical practice decision-makers, **91% --21 of 23--** practice locations decided to implement the target behavior (refer patients to lifestyle programs)



Surveys: Before and After

- If doing a formal survey study, this is human-subject research and must have Internal Review/Board of Review approval



IMPLEMENT
DETAILING
PROCESS



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Informal for your information only:

Check with supervisors at your agency



IMPLEMENT
DETAILING
PROCESS

- Can help with continuous process improvement in detailing
- There may be an accessible agency survey tool
 - Free Survey Monkey account limited to one survey, nine responses*
- Be aware of bias in electronic surveys



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YOUR TURN!

Swag!

NAME YOUR INITIATIVE

- **LIST OF POTENTIAL TARGET PRACTICES OR INDIVIDUALS FOR CLINICAL CHANGE EFFORTS:**
 - **WHERE CAN TARGET SERVICE RECIPIENT BE FOUND--WHAT TYPE OF PROVIDER HAS THE MOST INCENTIVE TO PARTICIPATE?**
- **INFLUENTIAL JOURNALS TO REVIEW FOR RESEARCH**
- **COLLABORATORS!**
 - **NAMES AND NUMBERS OF AGENCY RESOURCES: INDIVIDUALS AND DIVISIONS WHO CAN HELP**
 - **NAMES AND NUMBERS OF OUTSIDE AGENCY RESOURCES**
- **RESOURCE LIST WITH HYPERLINKS:**
 - **CDC, RWJF, KAISER FAMILY FOUNDATION AND NYS DOH**
 - **MEDICAL PROVIDER INCENTIVES**
- **SAMPLE SCRIPT: TEMPLATE**
- **SAMPLE PROCESS WORKFLOW FOR MEDICAL OFFICE**
- **POTENTIAL OR LIKELY BARRIERS AND HOW TO OVERCOME THEM**

Do your work with your
whole heart, and you
will succeed - there's so
little competition.

Elbert Hubbard



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THANK YOU !

Liz Urbanski-Farrell, MBA, MS
Senior Graduate Public Health Fellow
NYS Public Health Corps/ECDOH/Rural Outreach Center

eufarrell@theroc.co
urbanskifarrellliz@gmail.com
716-228-2884

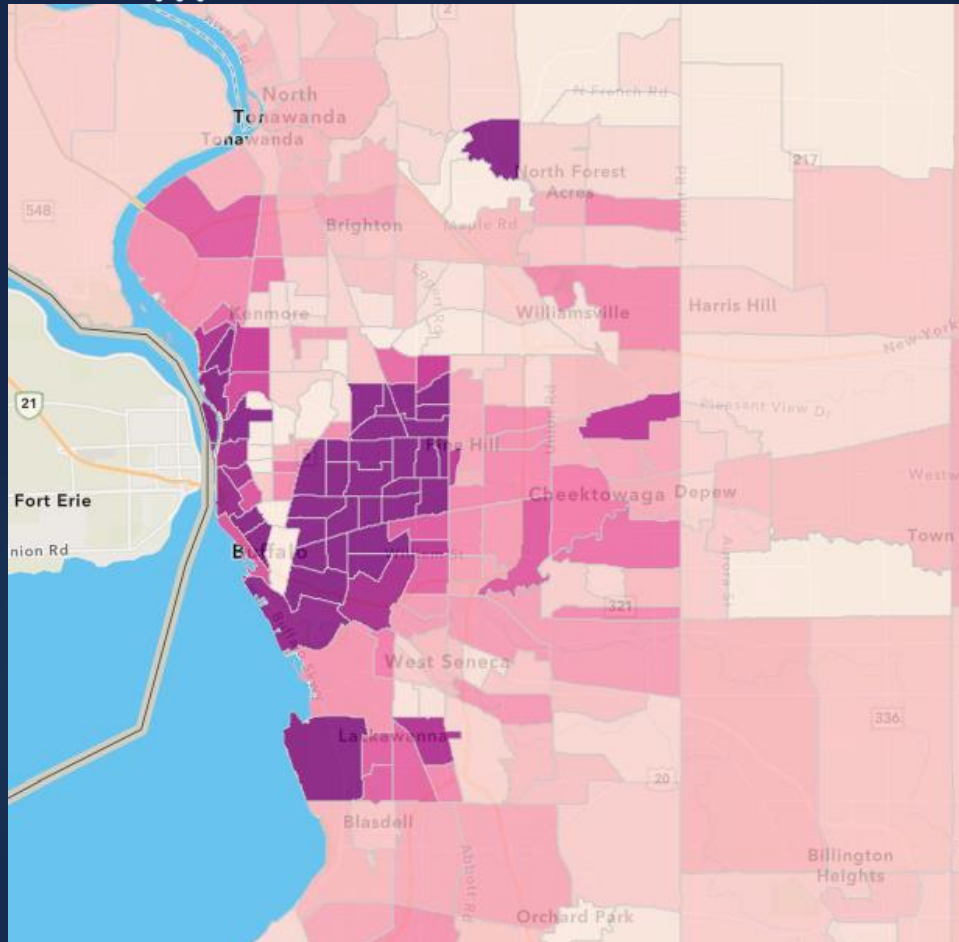


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WHY



Erie County, NY

- Diabetes Crude Prevalence Rate, Adults 18+ = 10.3% (2020)



1

Legend

Tracts



Diabetes crude prevalence (%)

◀ ≥ 14.4

◀ 10.8 - national average

◀ < 7.2



Sources: The model-based estimates were generated using BRFSS 2020 or 2019, Census 2010 population counts or census county population estimates of 2020 or 2019, and ACS 2015-2019.

Note: Estimates are not available for areas shaded in gray. For more information visit

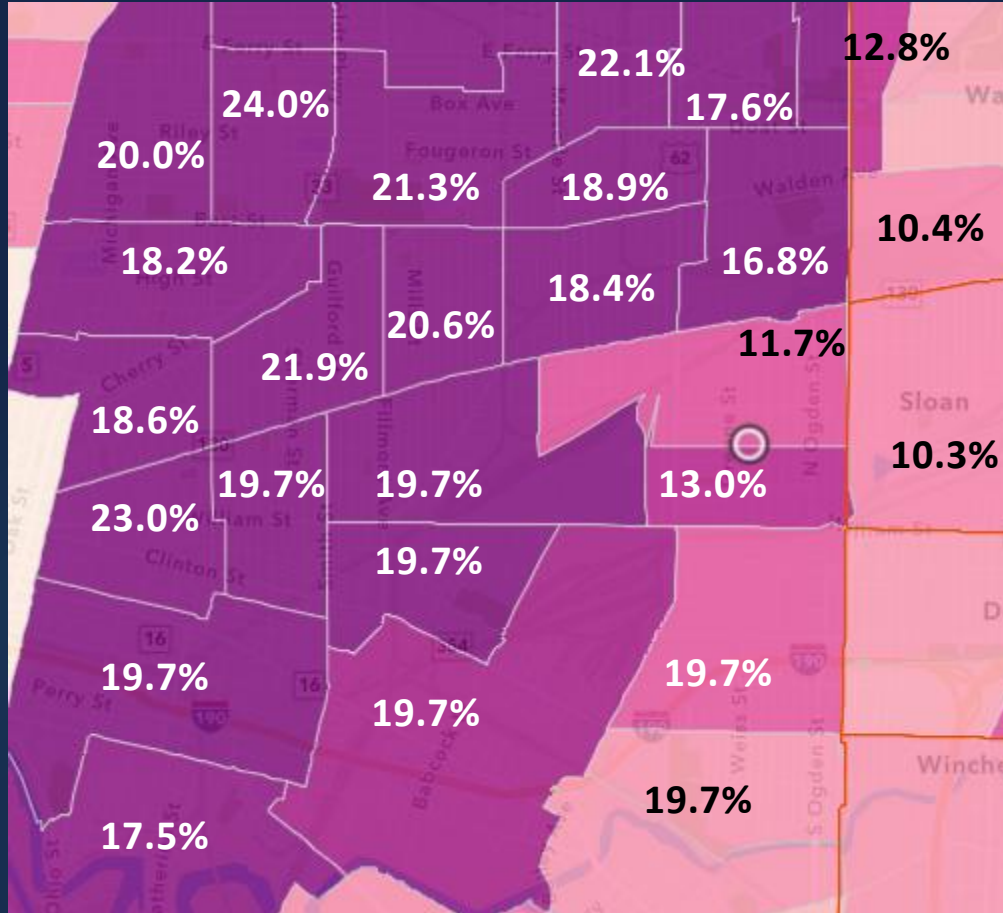
<https://www.cdc.gov/places>.



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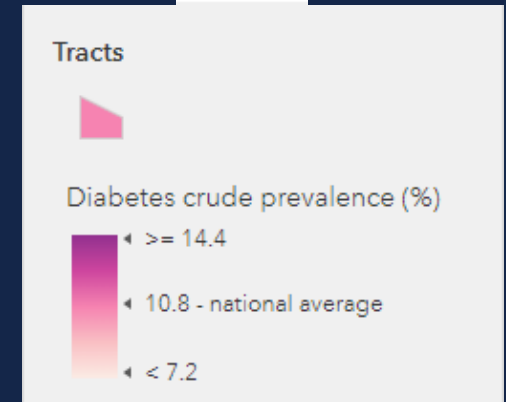


Diabetes



1

Legend



Data sources: The model-based estimates were generated using BRFSS 2021 or 2020, Census 2010 population counts or census county population estimates of 2021 or 2020, and ACS 2015-2019 or ACS 2016-2020, ACS 2017-2021.

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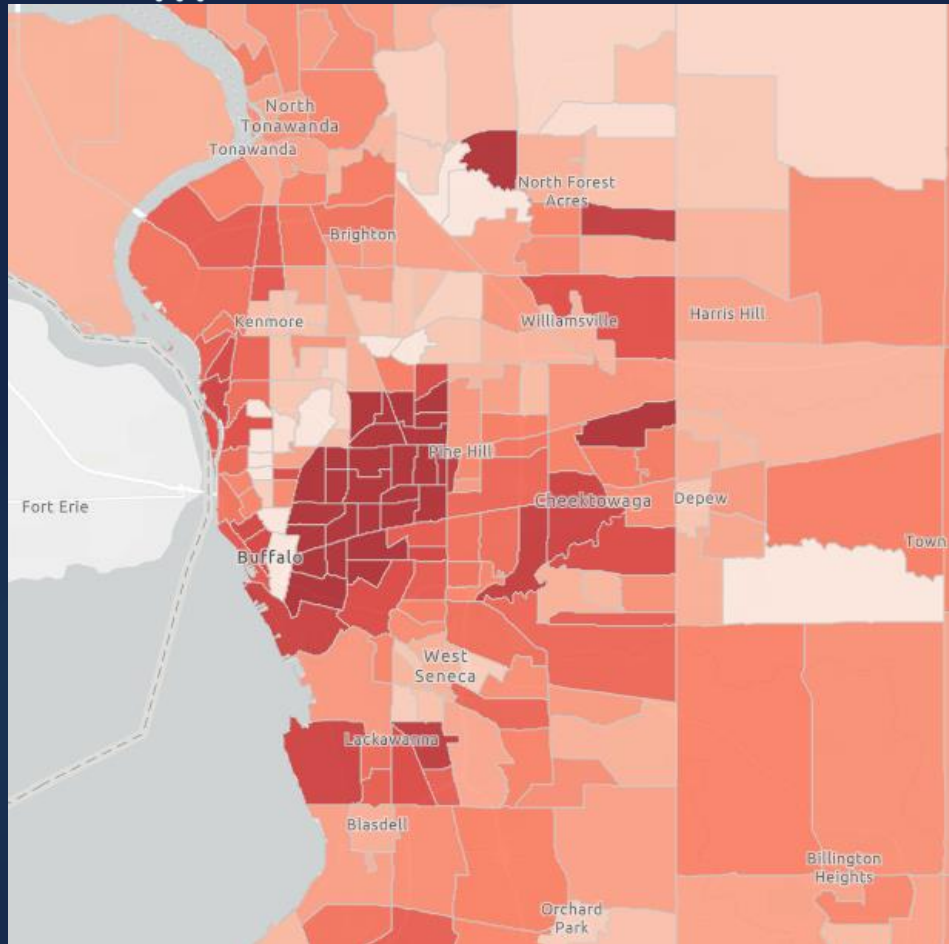


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WHY



Erie County, NY

- High Blood Pressure Crude Prevalence Rate, Adults 18+
- = 32.4% (2019)



Legend

Tracts



High blood pressure crude prevalence (%)



Sources: The model-based estimates were generated using BRFSS 2020 or 2019, Census 2010 population counts or census county population estimates of 2020 or 2019, and ACS 2015-2019.

Note: Estimates are not available for areas shaded in gray. For more information visit <https://www.cdc.gov/places>.



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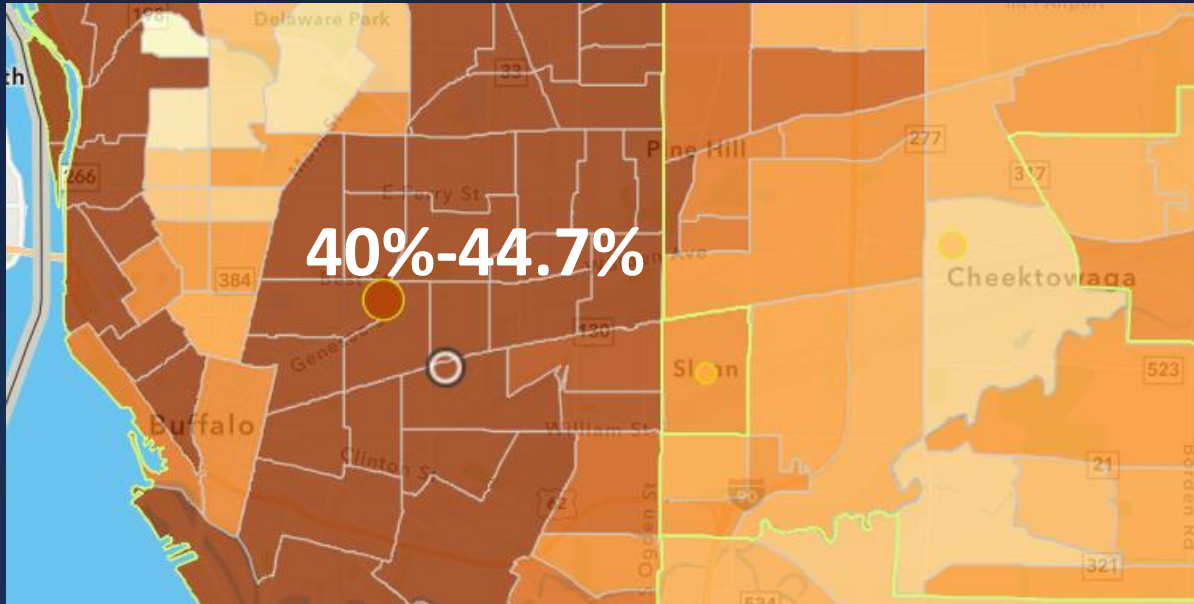
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Obesity



1

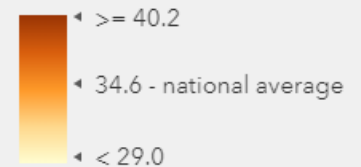
Erie County
Crude Prevalence
Rate (18+) = 28.9%



Legend

Places

Obesity crude prevalence (%)



Data sources: The model-based estimates were generated using BRFSS 2021 or 2020, Census 2010 population counts or census county population estimates of 2021 or 2020, and ACS 2015-2019 or ACS 2016-2020, ACS 2017-2021.

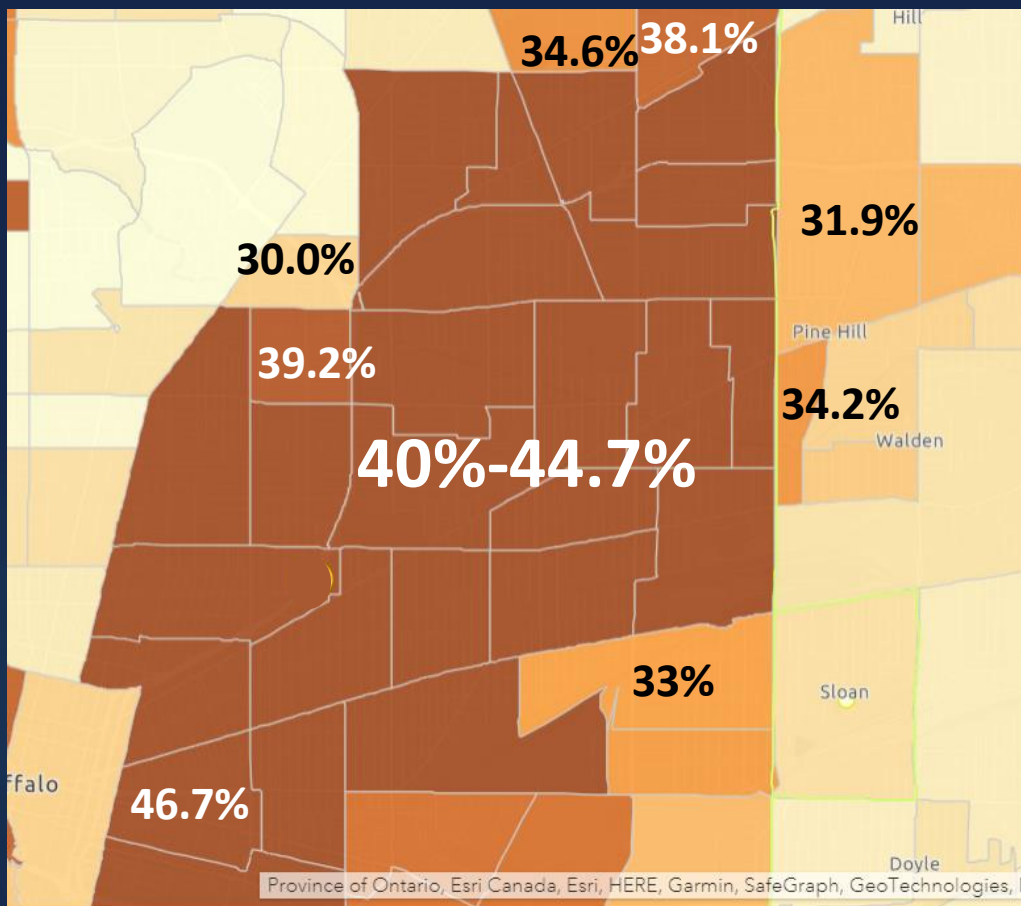
The Note: Estimates are not available for areas shaded in gray. For more information visit <https://www.cdc.gov/places>. Credit: Centers for Disease Control and Prevention, National Center for Chronic Disease and Health Promotion, Division of Population Health, Atlanta, GA.



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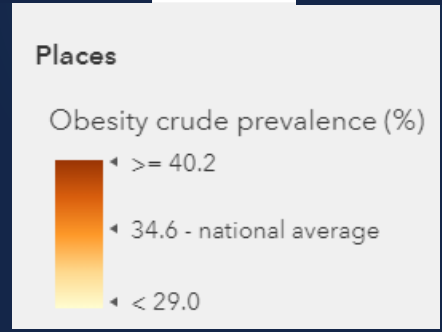


Obesity

Erie County
Crude Prevalence
Rate (18+) = 28.9%



Legend



Data sources: The model-based estimates were generated using BRFSS 2021 or 2020, Census 2010 population counts or census county population estimates of 2021 or 2020, and ACS 2015-2019 or ACS 2016-2020, ACS 2017-2021.

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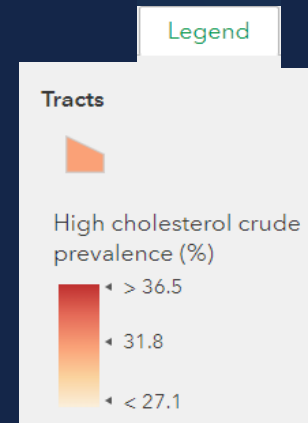
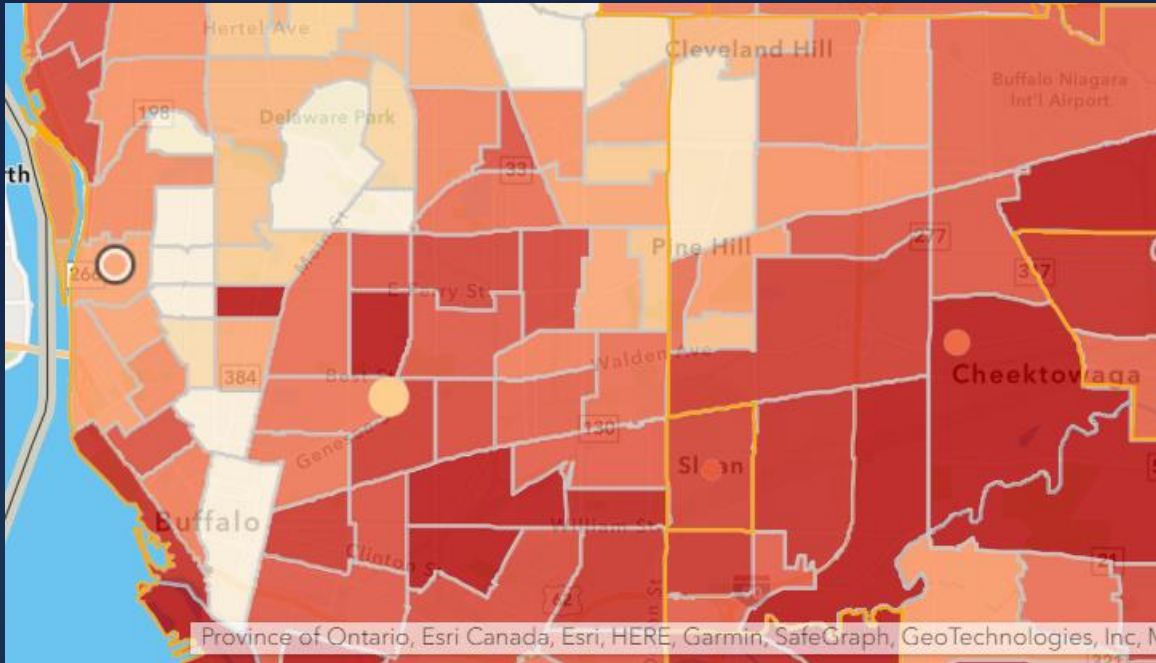
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High Cholesterol



1

Erie County
Crude
Prevalence
Rate = 32.8%
(18+, screened in
past 5 years)



Data sources: The model-based estimates were generated using BRFSS 2021 or 2020, Census 2010 population counts or census county population estimates of 2021 or 2020, and ACS 2015-2019 or ACS 2016-2020, ACS 2017-2021.

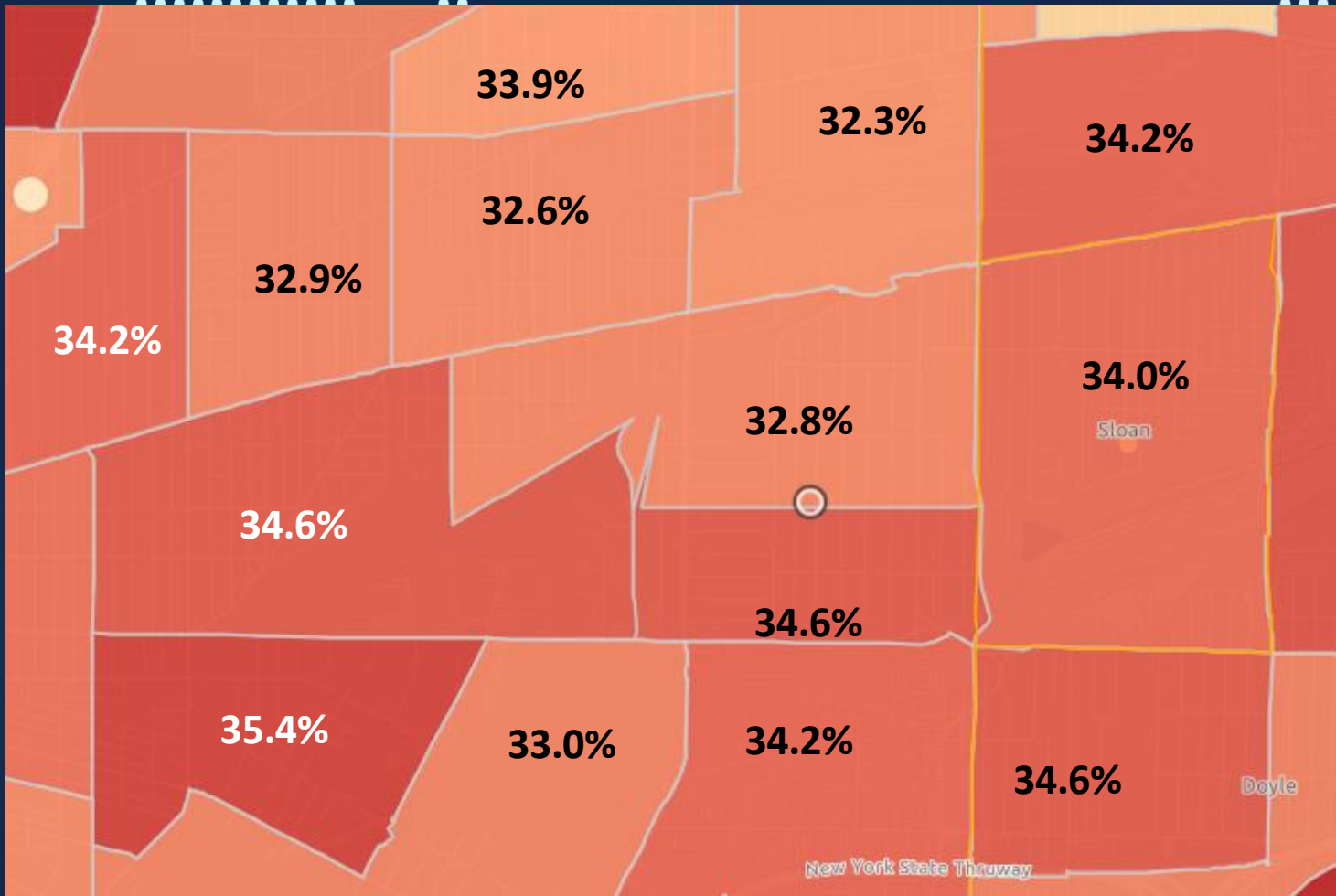
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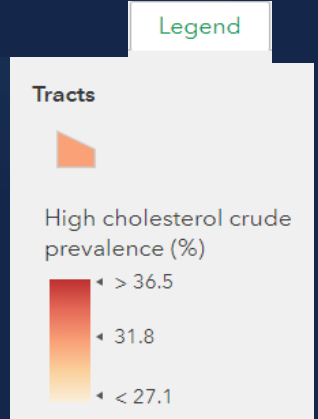


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High Cholesterol

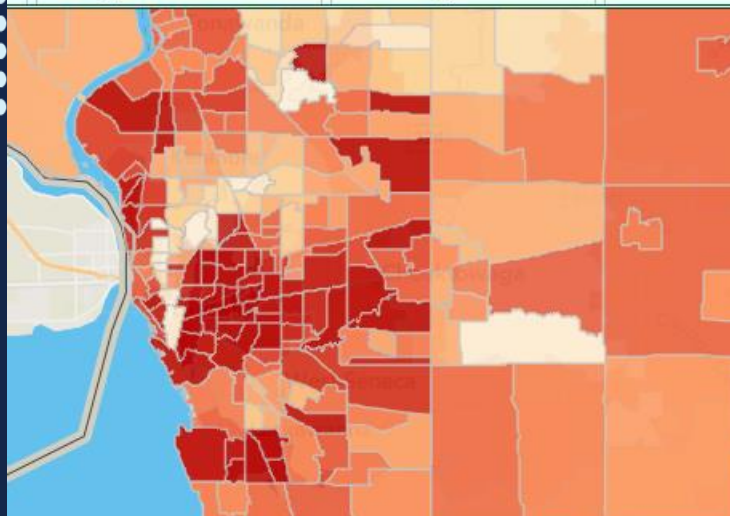
Erie County
Crude
Prevalence
Rate = 32.8%
(18+, screened in
past 5 years)



Data sources: The model-based estimates were generated using BRFSS 2021 or 2020, Census 2010 population counts or census county population estimates of 2021 or 2020, and ACS 2015-2019 or ACS 2016-2020, ACS 2017-2021.

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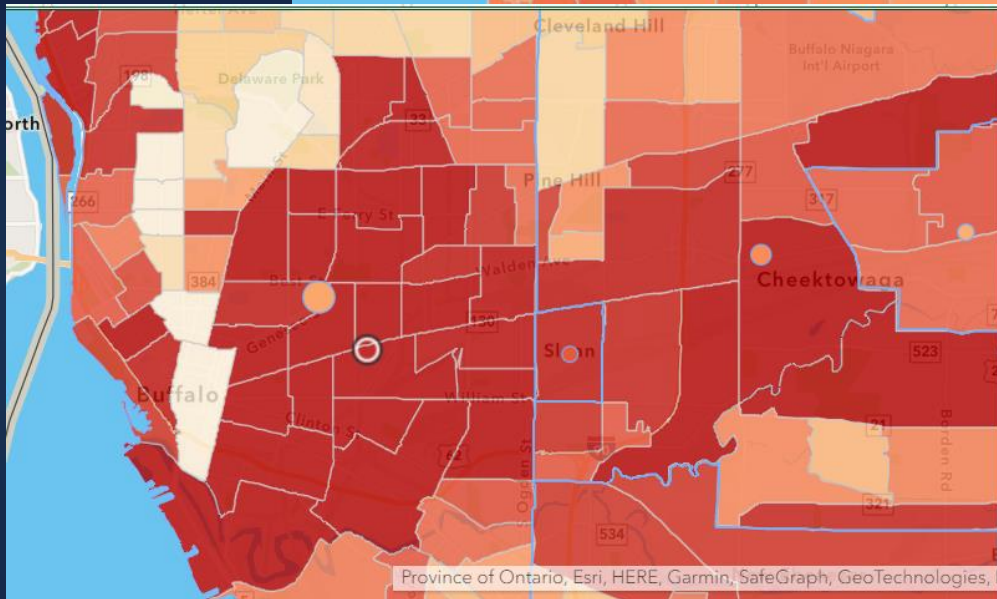


CORONARY HEART DISEASE



1

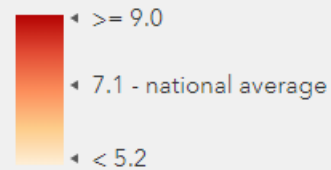
Erie County
Crude Prevalence
Rate (18+) = 6.6% (2020)



Legend

Places

Coronary heart disease crude prevalence (%)



Data sources: The model-based estimates were generated using BRFSS 2021 or 2020, Census 2010 population counts or census county population estimates of 2021 or 2020, and ACS 2015-2019 or ACS 2016-2020, ACS 2017-2021.

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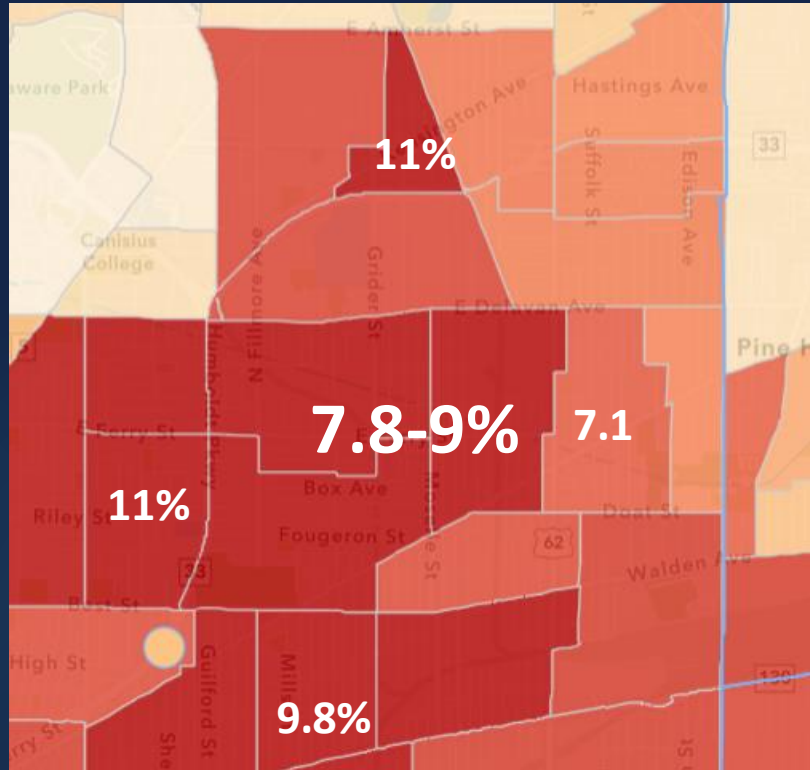
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CORONARY HEART DISEASE



1

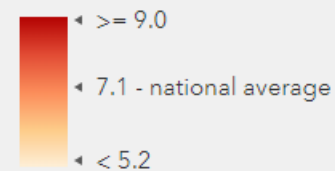
Erie County
Crude Prevalence
Rate (18+) = 6.6% (2020)



Legend

Places

Coronary heart disease crude prevalence (%)



Data sources: The model-based estimates were generated using BRFSS 2021 or 2020, Census 2010 population counts or census county population estimates of 2021 or 2020, and ACS 2015-2019 or ACS 2016-2020, ACS 2017-2021.

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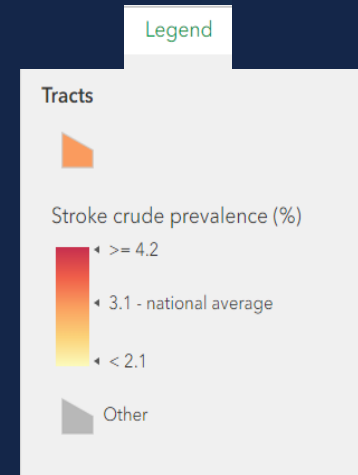
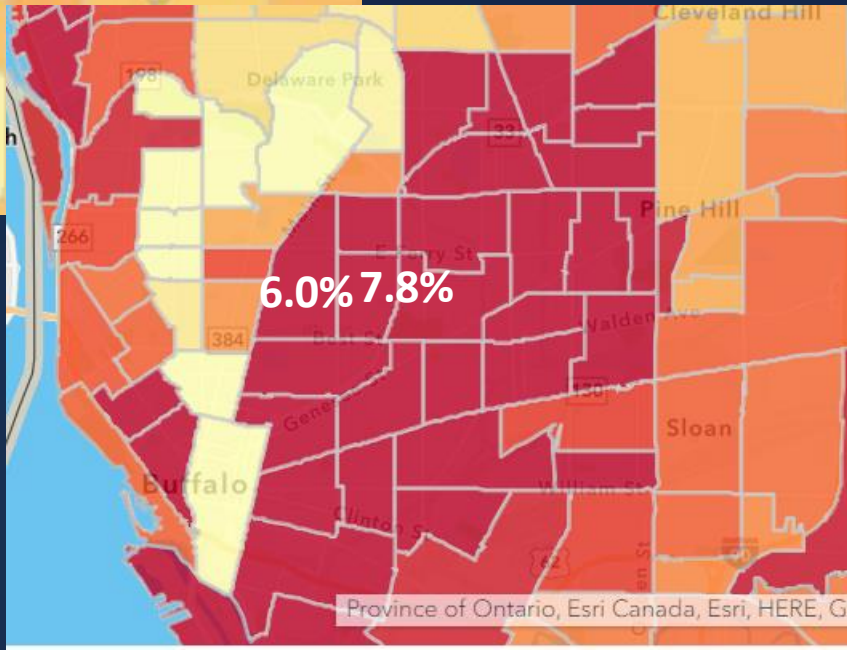
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STROKE

Erie County
Crude Prevalence
Rate (18+) = AS HIGH AS 7.8%
(2020) in some census tract
areas, more than 2x the
national average



1



Data sources: The model-based estimates were generated using BRFSS 2021 or 2020, Census 2010 population counts or census county population estimates of 2021 or 2020, and ACS 2015-2019 or ACS 2016-2020, ACS 2017-2021.

The Note: Estimates are not available for areas shaded in gray. For more information visit <https://www.cdc.gov/places>. Credit: Centers for Disease Control and Prevention, National Center for Chronic Disease and Health Promotion. Division of Population Health. Atlanta, GA.

