

Presbyterian Healthcare Services Chronic Disease Self-Management Education Program Grantee



Goals, Strategies, and Activities

The overall purposes of this 3-year grant are to:

- **Goal 1:** Through robust partnerships, develop a result-based, comprehensive strategy for addressing behavioral health and/or chronic pain among older adults and adults with disabilities living in your community.
- **Goal 2:** Significantly increase the number of older adults and adults with disabilities who participate in evidence-based Chronic Disease Self-Management Education (CDSME) and/or self-management support programs to empower them to better manage these chronic condition(s), while concurrently pursuing the sustainability of these programs beyond the end of the grant period.

The Presbyterian Healthcare Services and its partners will:

- Extend use of call-center referral system, the Wellness Referral Center (WRC), to new counties and incorporate chronic pain as a diagnosed disability;
- Support program capacity, service quality, and fidelity through site visits, marketing, and training;

- Through culturally and linguistically appropriate programming, deliver four chronic disease self-management education models (eight language variants) through virtual and phone implementation; and
- Increase and expand outreach and marketing to organizations serving those 60+, especially in Sandoval and Valencia counties.

Proposed Interventions

- Chronic Disease Self-Management Program
- Diabetes Self-Management Program
- Chronic Pain Self-Management Program
- Cancer – Thriving & Surviving
- Tomando Control de su Salud
- Programa de Manejo Personal de la Diabetes

Partnerships

To achieve the goals of the grant, Presbyterian Healthcare Services will collaborate with the following key partners:

- Adelante
- Area Agencies on Aging
- Bernalillo County Community Health Council

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- Comagine
- First Choice
- New Mexico Chronic Disease Prevention Council
- State Unit on Aging

Anticipated Results

The Presbyterian Healthcare Services and its partners propose to achieve the following results:

- Older adults will have greater access to programs to self-manage chronic pain and disease;
- Communities will increase the number and integration of services addressing negative social determinants of health; and
- Health care professionals will demonstrably increase referrals connecting older adults with services.

Contact:

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For more information:

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Grant Impact Summary

Most Significant Accomplishments:

- Engaged 930 participants of which 719 completed a CDSME program.
- Delivered programs in 7 counties in English and Spanish, 3 more than originally proposed.
- Trained 71 new CDSME program leaders (17 Spanish and 54 English).
- Partnered with multiple agencies and staff, including senior centers, meal delivery programs, Adult Protective Services, healthcare providers, Department of Health, and Community Health Workers (CHWs).
- Exceeded the grant goals set by 37% for participants and 46% for completers. In addition, the completion rate was 77% completion, a 5% increase from the original goal.
- Presbyterian Community Health CHWs sent 445 referrals to the Wellness Referral Center (WRC) for their patients who answered questions regarding their chronic diseases.
- Expanded our provider outreach and education, within Presbyterian Healthcare System, to Internal Medicine and Presbyterian Health Plan (PHP) CHWs, and trained providers on how to make referrals in our EMR system, Epic.
- Strategic Partner Workgroup & Sustainability Advisory Committee met monthly and shared challenges and successes. All partners and coordinators worked collaboratively to brainstorm ideas.

Lessons Learned:

- 1) Collaboration with other community-based organizations is crucial when conducting outreach efforts. This is especially true when focusing on other counties throughout New Mexico. These partnerships assisted us to identify and focus our efforts on various senior community members.
- 2) Opening virtual and phone call workshops benefited the program as well as the community at large because we reached more participants from rural areas. In addition, participants who may not have legal citizenship status could attend classes to avoid being in public places.
- 3) Creating a Standard Operating Procedures document with the Wellness Referral Center improved overall understanding of the WRC's referral/enrollment procedures and helped to level-set expectations from current funders.

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What's Next:

The ACL award allowed us to expand and improve our partnerships throughout the state. We will continue our partnership with the New Mexico Department of Health (DOH), and Path to Health New Mexico Coordinators. With that, the DOH awarded us some funding to continue supporting the CDSME workshops through the state fiscal year 2024.

The State of New Mexico has created official billing codes for the work of Community Health Workers and includes self-management education and other forms of health education.

Presbyterian Healthcare Services has experienced the value of a referral system and has decided to create and fully implement an internal referral system, rather than contract with an external agency. Community Health applied for and were recently awarded federal dollars to support some of this effort.



Paths to Health Bus Wrap

Chronic Disease Self-Management Education Programs

Learn new skills to help you feel better

The Chronic Disease Self-Management Education Program (CDSMEP) is a group of **FREE** programs for adults, including those with disabilities and who are living with one or more chronic health conditions that require daily self-management. Conditions may include arthritis, chronic pain, asthma, cancer, HIV, diabetes, high blood pressure or heart disease. All programs are available in English and Spanish.

WHAT ARE THE PROGRAMS?

5 Free Programs

- 1 **Chronic Disease Self-Management Program (CDSMP)** for adults who have one or more chronic health conditions
- 2 **Diabetes Self-Management Program (DSMP)** for adults who have Type 2 diabetes
- 3 **Cancer: Thriving and Surviving Program (CTSP)** for adults who have cancer or are in remission
- 4 **Chronic Pain Self-Management Program (CPSMP)** for adults who are managing chronic pain
- 5 **Positive Self-Management Program (PSMP)** for HIV for adults who are managing HIV

WHAT ARE THE PROGRAMS LIKE?

Workshops are hands-on and focus on skill-building and support to help you increase your confidence in your ability to manage your health. They are held virtually or in a non-clinical community setting (e.g., church, hospital, senior center, etc.)

2 **trainers**
(including a peer with a similar chronic condition)

2 1/2 **hours**
once a week for 6 weeks

5+ Learning Topics

1. Creating action plans
2. Eating healthier and managing weight
3. Reading nutrition labels
4. Communicating effectively with family and medical providers
5. Managing pain and fatigue

And many more!

Get started by calling the Wellness Referral Center at (505) 445-5332 or by emailing info@wellnessreferralcenter.com.

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Presbyterian CDSMP Flyer

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