

Together2Goal[®]

AMGA Foundation
National Diabetes Campaign

September 2020 Webinar at Work

“Putting T2G webinars into practice”

Webinar: [“Addressing Social Determinants of Health: Community Partnerships and Health Equity Strategies”](#)

Speaker: Kristen Kopski, M.D., Ph.D.,
Primary Care Regional Medical Director
Park Nicollet Health Services

Webinar Date: September 17, 2020

Summary:

In the course of this webinar, Dr. Kristen Kopski reviewed the social determinants of health and how healthcare systems fit into the broader context of community health. Social determinants of health (SDOH) are comprised of: economic stability, neighborhood/physical environment, education, food, community/social context and the healthcare system. While healthcare delivery is an important factor in health outcomes, it makes up just a small portion of it. Studies suggest that health behaviors and economic factors are the primary drivers of health outcomes. HealthPartners has built a momentum for health equity efforts based on a focus to create the best outcomes for patients paired with a return on investment to the community as a whole. Better care and better health outcomes lead to lower costs.

Improvement efforts always begin with the same motto: “You can’t improve what you don’t measure.” HealthPartners first started their effort in addressing disparities by collecting data (including patient demographics) and then identifying gaps in process measures. Their health equity framework is built on: 1) collecting data and eliminating gaps in care; 2) supporting language access; 3) building understanding of equity, diversity, inclusion and bias; and 4) partnering with communities. Providers have more control over traditional care delivery services, but also have partnership and influence opportunities within communities. Creating community contacts and emphasizing inclusion of diverse perspectives helps to anchor a patient-centered approach.

To address the multi-faceted components of healthcare delivery for patients with diabetes, HealthPartners leverages the following key system resources:

- Primary Care
- International Diabetes Center
- RN Care Coordinators
- Diabetes Educators

- Medication Therapy Management Pharmacists
- Social Work Care Coordinators
- Insurance Plan Programs
 - Case Managers
 - Virtual/Digital programs
- Technology / Monitoring

Implementation Tips:

From a system-level process, HealthPartners focused on:

- Point-of-care or rapid A1c testing expansion
 - Maintain a list of sites that have adopted rapid A1c testing at the point-of-care and a list of sites for expansion. Consider criteria related to SDOH when determining new sites (e.g., patient demographics, underserved areas)
- Transparent quality metrics by location
 - Create friendly competition for improvement.
- Diabetes patient panel
 - Utilize lists to prioritize patients to reach out to based on HbA1c control status.
- Expert Panel
 - Bring together leaders in various disciplines.
- Robust Standing orders for DM Med titration
- Protocols for CDEs and clinicians alike
 - Create protocols for pre-procedural, fasting, glucocorticoid use, etc.

From an individual patient perspective, focus on assessing various factors of SDOH:

- Motivational interviewing
- Education and “teach-back” methods
 - Ask patients to “show me...” how they fill their pillbox, check blood glucose, administer insulin, etc.
- Patient-centered approach
 - “Meet patient where they are” and set simple goals.
 - Prioritize needs of patient without focusing solely on medical needs. Social and cultural needs are often a higher priority for the patient.
- Relationship building – trust & care
 - Establish rapport
 - Understand cultural considerations.
 - Use respectful language (e.g. in range or out of range vs good or bad readings).
- Customized follow-up
 - Frequency and intensity
 - Accountability check-in
- Options for in-person and video visits

Team Discussion:

1. What processes do we have in place to address any disparities in care? How do we assess various factors of social determinants of health among our patients?

2. What ways are we leveraging our demographic data to analyze gaps in care based on race, economic status, language preferred for care, etc.?

3. What community partnerships do we currently leverage to address social determinants of health in our patients? What areas can we expand further and find new community partnerships?

4. How do we address diversity, equity, and inclusion at our organization? How do we apply these principles among our providers and with our patients?

Additional Notes:

Next Steps:

- _____
- _____
- _____
- _____

Resources:

- [Academy of Nutrition and Dietetics \(AND\)](#)
 - Offers a user friendly website that contains a wealth of science-based information and advice on eating well and optimizing health.
- [American Association of Diabetes Educators \(AADE\)](#)
 - Offers a variety of tools and resources to for people living with diabetes.
- [American Diabetes Association \(ADA\)](#)
 - Offers a wide range of information related to diabetes. Search by specific topics under ADA's search engine or through the main headings on the home page of the website. Also offers an online support community.
- [American Heart Association \(AHA\)](#)
 - Offers a wide range of information related to heart health, including a Heart Attack Risk Calculator. Search by specific topics under AHA's search engine or through the main headings on the home page of the website.
- [Behavioral Diabetes Institute \(BDI\)](#)
 - Offers tools to face the psychological demands of diabetes.
- [Center for Mindful Eating](#)
 - Offers information about mindful eating and conducts classes and training for ongoing education about mindful eating.
- [International Diabetes Center \(IDC\)](#) - at Park Nicollet
 - A leader in diabetes innovation, education and research to improve patient care.
- [National Diabetes Education Program](#)
 - Offers resources on diabetes management and prevention for patients and health care professionals through partnerships with more than 200 public and private organizations. A federally funded program sponsored by the National Institutes of Health and the Centers of Disease Control and Prevention (CDC).
- [United States Department of Agriculture \(USDA\) - MyPlate](#)
 - Offers information and tools on eating for better health, physical activity and more.
- [Diabetes Life Website](#)
 - Informs, inspires and connects millions of diabetes patients, costumers and caregivers. Recipes, nutrition tips, and expert advice.