

PREVENTIVE SERVICES INITIATIVE & THE COMMUNITY LINKAGE MODEL

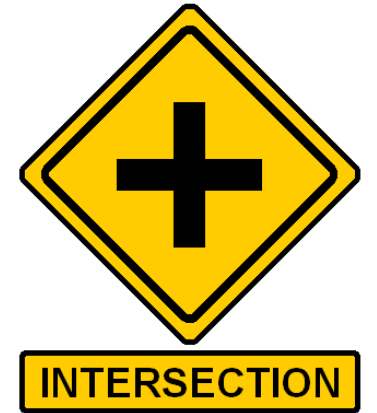
SOUTHWESTERN CONNECTICUT AGENCY ON AGING, CATHY GROSSHART, CHE

WHO WE ARE

- An Agency committed to the independence and dignity of older adults and persons with disabilities in Southwestern Connecticut
- A funder of community-based programs like Adult Day Centers and home-delivered meals in partnership with the Federal Administration of Community Living
- A contractor for the State of Connecticut helping over 3,000 people remain in their home as an alternative to nursing home care
- A leader in the aging & disability network helping individuals access and enroll in person-centered services and supports

INTERSECTION OF HEALTHCARE & COMMUNITY-BASED SERVICES- THE LINKAGE MODEL

- Recognition of the importance of partnership between the healthcare sector and community-based organizations
- A team-based approach (healthcare & the community) to support patient goals and outcomes
- Understanding the connection between the patient and socio-economic, environmental and cognitive challenges
- Reducing and mitigating the non-health related challenges faced by the patient



WHAT WE DID

OPTIMUS

- Educate the clinical and CHW staff on the value of self activation and self efficacy
- Identify a cohort of patients with trouble managing diabetes
- Track baseline health metrics
- Refer clients to SWCAA
- Follow up with patient

SWCAA

- Consulted with each referral
- Identify any social determinants or barriers that could interfere
- Minimize or remove the barrier, i.e. transportation, food insecurity
- Encourage and motivate participant
- Offer six-week, evidence based health program



WHAT IS SELF EFFICACY OR SELF BELIEF



Self efficacy is the belief we have in our own abilities, specifically our ability to meet the challenges ahead of us and complete a task successfully. (Bandura, 1977)

- Self efficacy helps us understand our role in our health outcomes
- Self efficacy helps us develop strategies to master tasks
- Self efficacy helps us stay interested and committed to our goals
- Self efficacy helps us rebound from setbacks & disappointments

THE LINE FROM SELF EFFICACY TO SELF MANAGEMENT

- Connects life priorities to health outcomes
- Enhances coping with emotions and/or depression
- Improves personal relationships
- Supports healthy lifestyle
- Enhances communication with clinicians
- Drives therapy adherence, medication compliance, etc.



EVIDENCE-BASED DIABETES SELF MANAGEMENT

- Evidence-based following strict research protocols from Stanford University
- Brings a cohort of up to 16 people together to form a bond and learn how they can help control their disease
- Meets for six weeks at a location accessible to community members
- Offers course in English or Spanish- Trained leaders
- Encourages patient activation, develops disease maintenance strategies and supports sustainable lifestyle changes



THE NUMBERS

137
referrals

82 registered participants

47 attend at least one workshop
session

37 attend at least three sessions.



AND THE SURVEY SAYS..

I would love the class to go on because we would be more educated on how to deal with our illness. I really liked meeting everyone and sharing with new friends.



I have accomplished a lot and what I have learned I apply to my daily routine- all the information was very helpful. A lot of weight lost, better way to maintain my health, self knowledge and how to control my diabetes.



I would not change anything. The teachers were very informative.

- True barriers exist that make participation difficult to impossible – the CBO must offer mitigation strategies
- The program works when the participant is referred and encouraged by the healthcare organization
- One-on-one encouragement helps get participants in the door
- Course completers are hungry for additional opportunities post workshop
- A mix of self management and an opportunity to “ask the expert” (doctor, nurse, dietician) reinforces the message
- Communication between the CBO and the HCO is **ESSENTIAL**



LESSONS LEARNED

A true partnership between the Community-based Organization and the Healthcare Organization is needed to truly support the patient in all settings and at all levels of activation.