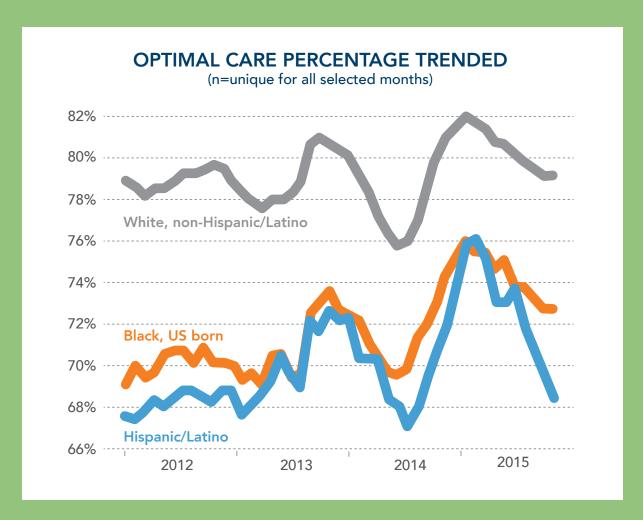
# DIABETES MANAGEMENT With Equity Care Guide

Some minority populations are experiencing disparity in diabetes glycemic control.



# THE TACTIC Equity Care Guides (ECG) are paired with Certified Diabetes Educators (CDE) for Intensive Diabetes Management (IDM).





...paired with the CDE



...easily accessible to patients and providers



...culturally and linguistically congruent with the patient



**ECG** 

...and a bridge between clinical care and community-based resources/support

# **EQUITY CARE GUIDE MODEL**

The goal of the equity care guide model is to reduce health disparities among African American (US born) and Hispanic/Latino patients with diabetes. Patients using Allina Health primary care receive culturally responsive support through the use of Care Guides paired with Certified Diabetes Educators.

## **INPUTS/ RESOURCES**

- Program Champion
- CDE Manager Work Group
- Funding for Care Guide
- PI consulting services
- Training materials

# **ACTIVITIES**

- **PROGRAM SET-UP**
- Identify stakeholders • Secure budget
- Org structure for care

### **DM ED PROGRAM DEVELOPMENT**

- Develop workflows and documentation standards
- with DM Educators • Introduce program through meetings with clinic staff
- **TRAINING**
- Develop curriculum
- Train care guides and CDEs • Assess competency of care guides

- COORDINATED CARE
- Identification of patient
- by care team Evaluation by CDE
- Introduction to care guide identify & address patient barriers
- support behavior change strategies – empower patients to
- be active participants in their healthcare
- reinforce care goals provide education on
- navigating the system
- refer patients to community-based peer support & resources

## **OUTCOMES – SHORT TERM AND INTERMEDIATE**

Reduce patient barriers to care

Reduce use of unnecessary or avoidable services

Increase engagement in community programs

Improve general health maintenance

Reduce no show rates

Improve workflow within the care teams

# **OUTCOMES -LONG TERM**

Reduce health disparities

Improve patient experience

Improve patient

outcomes 

Reduce TCOC

# WHAT IS THE WORKFLOW?



Diabetes **Patient** is identified by Provider during chart prep.



Provider discusses co-management of medication with CDE. CDE determines whether there is need for an **Equity Care Guide**.

**ECG** meets **Patient** to identify needs/barriers to care.



