

Distance Delivery of the National DPP

Considerations, Challenges, & Engagement



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for Public Health
Training and
Technical Assistance

Facilitator



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DPRP Definition

Distance Delivery

- Yearlong LCP delivered 100% by trained lifestyle coaches via remote classroom or telehealth (i.e. conference call or video) where the lifestyle coach is present in one location and participants are calling in or videoconferencing from another location

The Distance Benefit

- Reduces transportation barriers
- Reduces logistical requirements and challenges for orgs around space for groups
- Reduces time burden on participant for travel
- May enhance retention as a result of above
- Opportunity for peer support similar to in-person programs
- What else?

“Some participants report liking the distant learning format better. It seems that more people are gaining access to our program in the rural areas.”

Lifestyle Coach Responding to DTTAC Survey

The Distance Challenge

- Facilitation issues:



- Technology hassles:



- Broader participant access issues



- Logistical challenges for organizations:



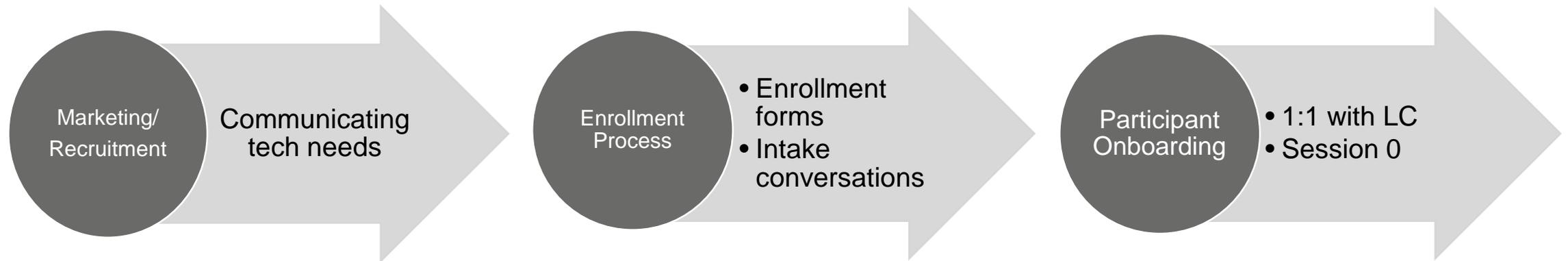
Preparing Participants & Lifestyle Coaches

Preparing Participants for Technology

- Assume
 - Participants *do not* know how to use technology
- Assess
 - Participants personal equipment
 - Participants experience & comfort with platform
- Orient
 - Participants to your platform
 - Build this orientation into your program enrollment process flow



Where in Your Organizational Process Does Tech Assessment & Orientation Exist?



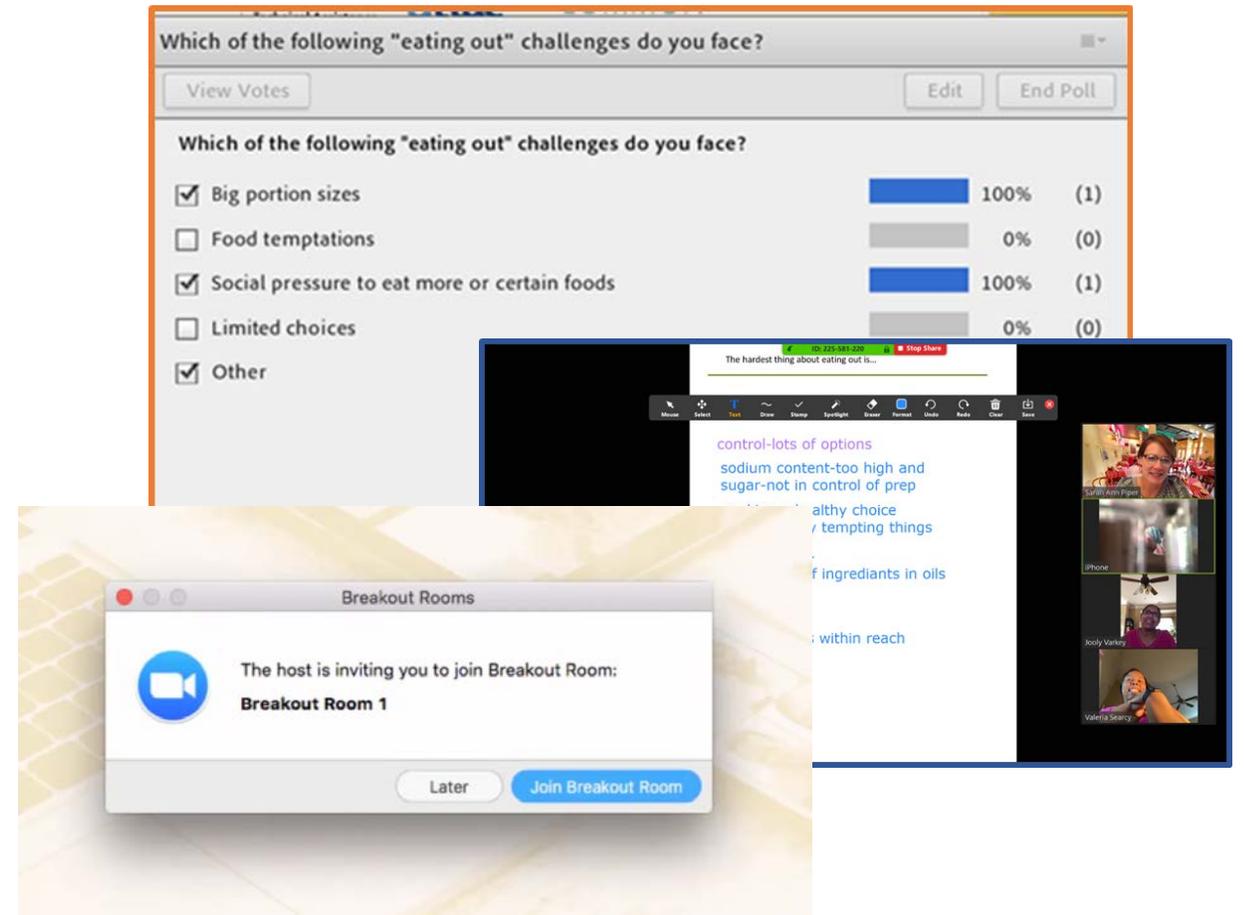
Preparing Yourself - Practice!

- Practice using platform
 - Trial run-mock session with colleagues
 - Practice any platform tools that you plan to use
- Include extra tech help in session if possible
 - Session data
 - Monitoring chat
 - Attendance
 - Platform tools if applicable



Ease Participants Into Tech Tools

- If desired, use platform tools (chat, polls, breakout rooms, annotation) for group engagement, peer to peer sharing, & fun
- Introduce tools *slowly*, not all at once



Tech Trouble? Follow Up After Session

- A frustrated participant is one that will not come back!
- Set up time with participant who has had tech/connectivity issues

“...I am so sorry you had trouble with your audio connection in the session today! I wanted to reach out to catch you up on what you may have missed and see if we can together problem solve the tech issues to make it better for next time!”

Facilitating Effectively via Distance Modality

Fundamentals For All Lifestyle Change Groups

- Lifestyle Coaches serve as group facilitators rather than expert teachers
- Group members offer each other support, ideas and problem solving
- Participants needs and realities are taken into account

“The most important communication is the communication that happens *between* participants.”

Group Formation Via Distance

- Establish **Group guidelines** that reinforce importance of active participation
- Acknowledge tech challenges and discuss strategies to deal with them
- Use **ice breakers** to begin sessions
 - Relationship building ice breakers
 - Content related ice breakers
- Use “**gallery view**” in meeting room to encourage interaction & encourage participants to do the same

“When I call your name, give us a one word hashtag # for how your day has been.”
Sarah, will you get us started?

Encourage Webcam Use

- Increases sense of connection
- Increases engagement
- Easier for Lifestyle Coach
- At minimum, the Lifestyle Coach should be on camera if at all possible



- Be mindful that some participants may not have equipment for video
- Be sensitive that some participants may feel vulnerable on camera

Focus on Facilitation

- The same facilitation skills used to create an engaging group in person are useful in distance learning
- Lifestyle Coaches will want to be prepared with specific facilitation approaches to ensure group engagement

DTTAC LIFESTYLE COACH TRAINING

Group Facilitation Cheat Sheet

| Facilitation Skill | Description | Example |
|---|--|--|
| Purpose: Encourage Sharing | | |
| Open- Ended Questions | Elicit descriptive responses from participants | "What did you learn through self-monitoring this week?" |
| Nonverbal Support | Support participants and create a comfortable environment | Eye contact, head nod, facial expressions, body language, do not interrupt participants |
| Active Listening | Listening and responding to make the participant feel understood in a way that acknowledges feelings and encourages continued conversation | "Sounds like you are struggling with finding a place where you feel safe taking a walk in the evening?" |
| Silence | Can be used to draw out participation, more information, or clarification from a participant | "Does anyone have ideas on ways to fit in 20-30 minutes of physical activity into your day?" Silence... 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 |
| Purpose: Encourage Broader Group Participation | | |
| "Ping Pong" | Directing a response back at the participant who asked the question or made a statement, then engaging the group on the subject | "Is there anything that would make the process of self-monitoring easier for you?" "Has anyone else found solutions?" |
| Cross Questioning | Directing a question from one participant to another participant for a response | "Iris, can you answer Dave's question about what we mean by a healthy way of eating?" |
| Purpose: Promote Structured Discussion | | |
| Carousel | Participants take turns responding to the same question | "I'd like everyone to please name one success and one challenge you had with your physical activity goal this past week." |
| Sub Groups or pair n'share | Participants get into small groups to discuss a topic | "Break up into small groups to discuss what led you to join the national Diabetes Prevention Program" |
| Group Brainstorming and Problem Solving | Using a common challenge facing the group, participants generate many ideas without judging them. Individual group members can identify a possible solution they are willing to try in between sessions and report back. | "Several of you have been struggling with finding a way to engage in physical activity when it is cold outside, let's brainstorm- what are possible ways to get physical when it is cold outside?" |
| Recording and Summarizing | Lifestyle coach uses flip chart or white board to record ideas generated by the group, decisions that the group agrees to, or to acknowledge questions or comments that are off topic or that will be addressed later in the session or sessions | "I have made note of the challenge of finding time for physical activity when you are traveling so that we can make sure and come back to this later in the session or in another session." |

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Diabetes Training and Technical Assistance Center

Begin Each Session with an Ice Breaker

- Helps with attendance taking if using teleconference
- Gives everyone a “voice” early in the session
- Sets the tone for group participation
- Can bring levity



“When I call your name, give us a one word hashtag # for how your day has been.”
Sarah, will you get us started?”

Carousel Technique

Benefits:

- Everyone's voice gets heard-equally for **on and off** camera participants
- Initiates conversation
- Elicits a lot of information or ideas in efficient way
- Makes connections between participants
- Can help the lifestyle coach identify common challenges or interests in the group

Adjustment for Distance:

- Lifestyle Coach may have to be more directive to start and manage the carousel by calling names as the question “*goes around*” or asking participants to identify next participant to respond

“I didn't realize Rhonda likes to do online Zumba videos too!”

“My idea for sneaking in activity is to march in place while my food is warming in the microwave. **I choose Pam to share next.**”

Open Ended Questions with Silence

- Using concise but open questions that invite shared ideas, reflections or reactions is an effective conversation starter for a group
- Asking inviting questions and then resisting the temptation to fill the silence *will* elicit participation



Open Ended Questions with Guided Invitations

“For this next question let’s hear from someone who’s birthday is between June-September. Who are my summer birthdays?
...ok, here is your question...”



Use More Directive Approaches

- Direct appeals to the group
- Cross questioning

“Let’s provide Valerie with as many strategies as we can come up with so that she has a lot of options to choose from. Who will get us started?”

“Valerie is really worried about the family food pressures she will experience this weekend. Derek, you have talked about managing similar pressures in the past, what strategies could you offer to Valerie?”

Consider Using a Subgroup

- Give participant groups **specific instructions** on what you want them to do or discuss while in the break out room
- Give groups 10-15 minutes
 - “Visit” the room if you are able
- Make sure a representative from each group **reports out** to the larger group
- **Review and reassure** the tech process of breakout rooms

“While in your break out room, your task is to come up with three ideas for managing tempting foods/food triggers at a social event like the barbeque Sonja mentioned.”

Tips for Engagement Via Teleconference

- Set expectations for engagement
- Conduct a roll call - keep roster visible
- Manage distractions
- Talk LESS, listen MORE
 - (Avoid the monologue!)
- Keep the spotlight on the participants
- Assign roles if helpful
 - Scribe to document brainstorming to read back to the group for example or to record spoken action plan
- Call on people directly



Platform Tools Tips

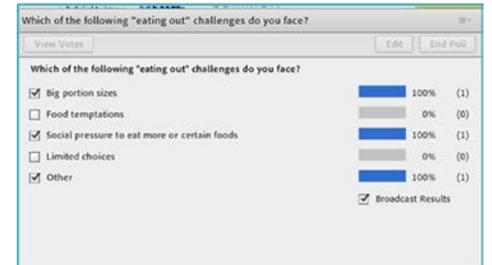
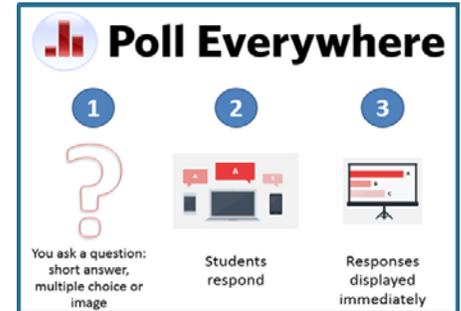
- Platform tools should enhance the session engagement, not replace group conversation
- Platform tools are like salt-a little makes things “taste great”, too much ruins the “dish”

Platform tools for Engagement:

- Breakout rooms
- Annotation
- Polls
- White board
- Reactions
- Raise Hand
- Chat Box

A Little Fun Goes a Long Way

- Take a physical activity break
- Using brief high or low tech games in sessions can help to:
 - Increase participation
 - Change up facilitation approach
 - Reinforce program concepts
 - Bring levity/fun to the session
- Share videos relevant to session content



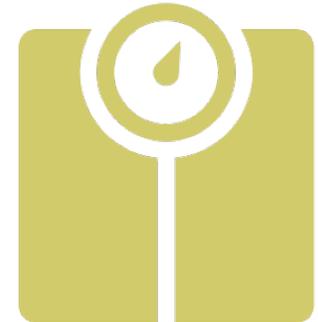
Balance Use of Platform Tools, Games etc. with Group Comfort, Access & Fidelity

- Any game, video, activity or resource introduced should compliment/parallel the content and approach of the program and curriculum
- Incorporating these types of engagement, should NOT replace reviewing required session content

Logistical Considerations

Considerations

- **How will required session data be collected?**
 - Weight
 - Physical Activity minutes
 - Attendance
- **Understand appropriate documentation/coding of data based on DPRP status.**



Options for Collecting Weights & Physical Activity Minutes

- Self-reported weights
 - Email
 - Text message
 - Phone call
 - Private chat on platform
 - APP
 - Survey or document
- Photo of scale provided
- Bluetooth connected scales
- MDPP Requirements/restrictions?

The CDC National Diabetes Prevention Program (National DPP)

► Special Guidance for CDC-Recognized Organizations on Alternative Program Delivery Options

HealthIT.gov

Official Website of The Office of the National Coordinator for Health Information Technology (ONC)

TOPICS | HOW DO I? | BLOG | NEWS | ABOUT ONC

HealthIT.gov > Topics > Privacy, Security, and HIPAA

Privacy, Security, and HIPAA

Educational Videos

Security Risk Assessment Tool

HIPAA Basics

Privacy & Security Resources & Tools

Model Privacy Notice (MPN)

How APIs in Health Care can Support Access to Health Information

Privacy, Security, and HIPAA

Health information technology promises a number of potential benefits for individuals, health care providers, and the nation's health care system.

It has the ability to advance clinical care, improve population health, and reduce costs. At the same time, this environment also poses new challenges and opportunities for protecting individually identifiable health information.

Federal policies and regulations are in place to help protect patient privacy and guide the nation's adoption of health information technology.

<https://www.healthit.gov/topic/privacy-security-and-hipaa>

What if Scale Not Available?

- Lifestyle Coach/Org will use the 999 code
- CDC DPRP calculates the participants weight change based on the first and last weight
- If these are not available, that participant's data will not be included in the evaluation
- If there are many participants with 999 entered, we CDC will not consider the weight documentation requirement
- What if a participant doesn't have a scale and so can't self-report weight?

**From CDC Special Guidance*



Food Trackers & Action Plans

- Food tracking and action planning are important tools for lifestyle change
- Consider how you will provide these tools and reinforce them in distance delivery
 - Scan and email
 - Take a picture of a sampling and text or email
 - Org or individual uses a tracking app that allows for sharing

| Goals | | | |
|----------------|-----------|----------|---------------------|
| | Fat Grams | Calories | Minutes of Activity |
| Daily | | | |
| Weekly Average | | | |

| Totals | | | | |
|--------|-----------|----------|---------------------|--------|
| | Fat Grams | Calories | Minutes of Activity | Weight |
| Day 1 | | | | |
| Day 2 | | | | |
| Day 3 | | | | |
| Day 4 | | | | |
| Day 5 | | | | |
| Day 6 | | | | |
| Day 7 | | | | |
| Total | | | | |

NATIONAL Diabetes PREVENTION PROGRAM

Food and Activity Tracker

Name:

Starting Date:

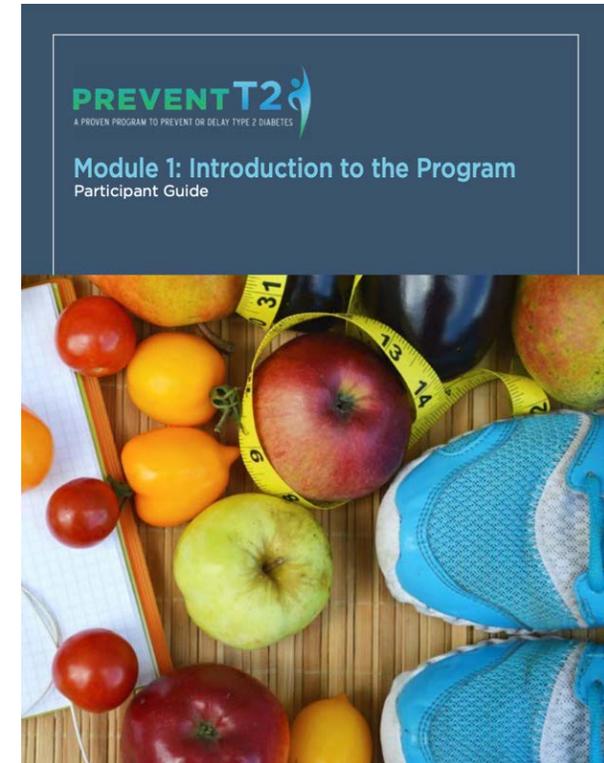
My To-Do this week:

This document was created or adopted by DTTAC for use in the National Diabetes Prevention Program and is available at Common Ground, www.LCommonGround.org.

CDC Curriculum Handouts

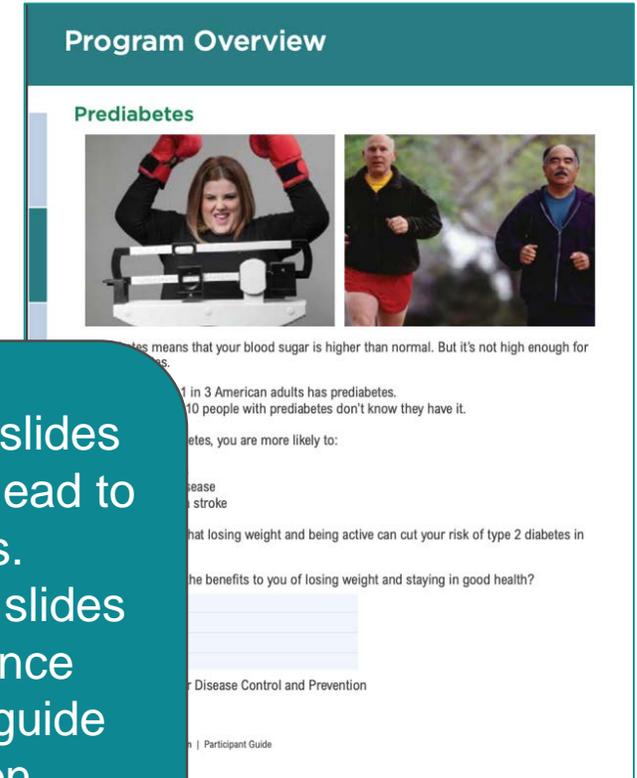
Consider how you will ensure participants have access to the CDC curriculum handouts

- Email handouts
- File share handouts to participants for their personal reference
- Send links to CDC National DPP site
- Snail mail



DTTAC Common Ground Resource

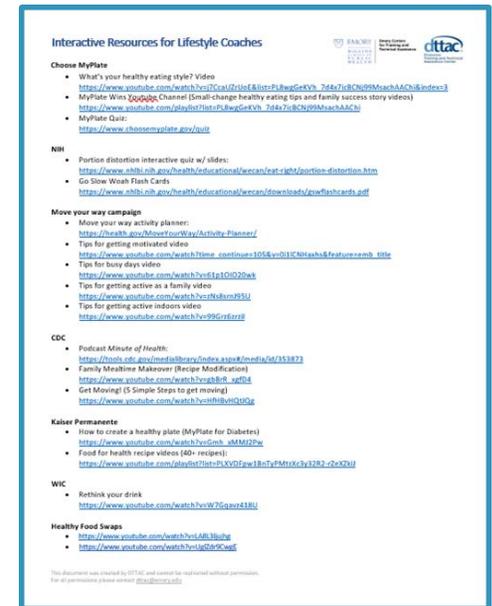
- 2021 Prevent T2 CDC Curriculum Handout Slides
- 2012 Original CDC Curriculum Slides
- English & Spanish



Caution: Using slides can sometimes lead to teaching vs. facilitating. Use slides only to reference handouts and guide conversation

DTTAC Common Ground Resources

- Facilitation Tips For Distance
- Technology Tips
- Fillable online food tracker
- Tips for online food trackers
- Staying Connected Tip sheet
- Coaching with Cameras



Summary

- Organizations and Coaches have many considerations and options for program logistics via distance
- Organizations and Lifestyle Coaches should give consideration to preparing participants for successful distance group sessions
- The role of the Lifestyle Coach is the same regardless of session modality
- The same Lifestyle Coach skills are useful in a distance session-may require:
 - More planning
 - More pivoting
 - Some creativity