

## EZStart™ - PCP Kit

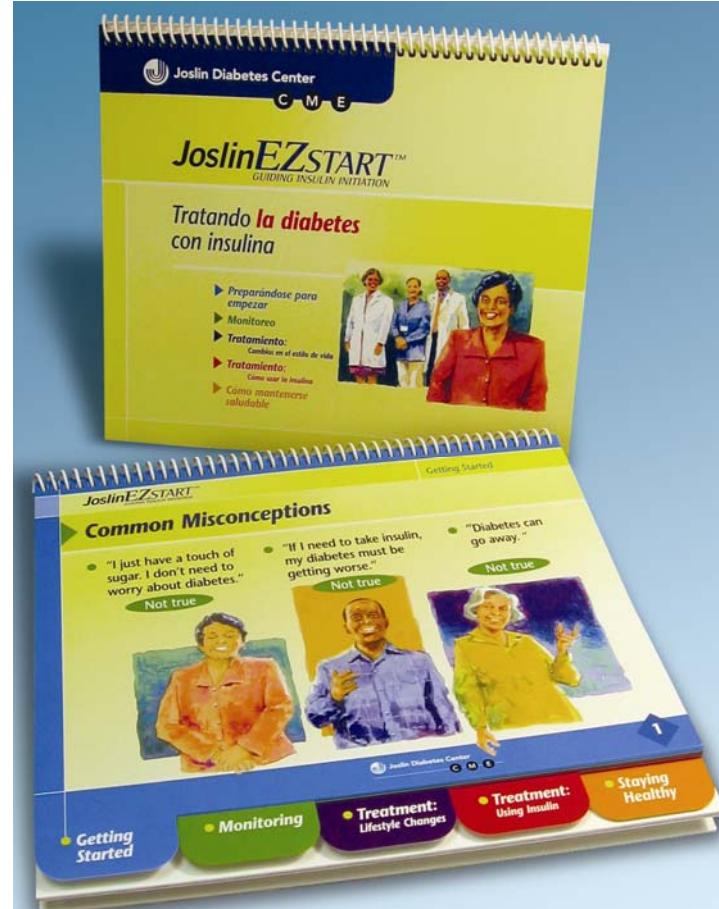
The Joslin EZStart Kit was created as an easy-to-use resource for healthcare professionals and patients to introduce diabetes education topics and facilitate insulin initiation. Joslin distributed over 85,000 individual kits and continues to receive requests for additional kits. The flipchart and patient hand-outs were created in both English and Spanish.

The Joslin EZStart Kit:

- Introduces a variety of education topics essential for initial diabetes education, including monitoring, risk reduction, nutrition and treatment options
- Dispels common diabetes myths and misconceptions
- Explains the basics of insulin initiation and administration
- Provides information on the different actions of various insulins
- Discusses strategies for the prevention and treatment of hypoglycemia
- Facilitates conversation between healthcare professionals and patients

The Kits included the following materials:

- A flipchart with simple messages and colorful illustrations on the patient-facing side and clinical messages and suggested responses to common questions on the provider side
- Patient information hand-outs with illustrations containing basic diabetes education messages for the patient to take home, on topics such as monitoring, nutrition and sick days. Many of the sheets, which are photocopy ready to ease duplication, can be customized for the individual patient
- A resource manual for primary care providers that includes the Joslin Diabetes Center clinical guidelines, assessment and documentation tools with instructions on the initiation and use of insulin, aids to assist decision making about insulin therapy, and other resources for the office



### Sample feedback:

- *I cannot tell you how a kit like this will make a great difference with my patients. ... Thank you so much for your help. With resources like this, my clinic will continue to make a difference in their community.*  
MD, Los Angeles, CA
- *I want to share how impressed I am with the resources that you have developed for both patient use and that of the healthcare provider. Thank you.*  
RN, MSN, CFNP, CDE, Fairfax, VA

## Getting to the Heart of It™ - PCP Kit

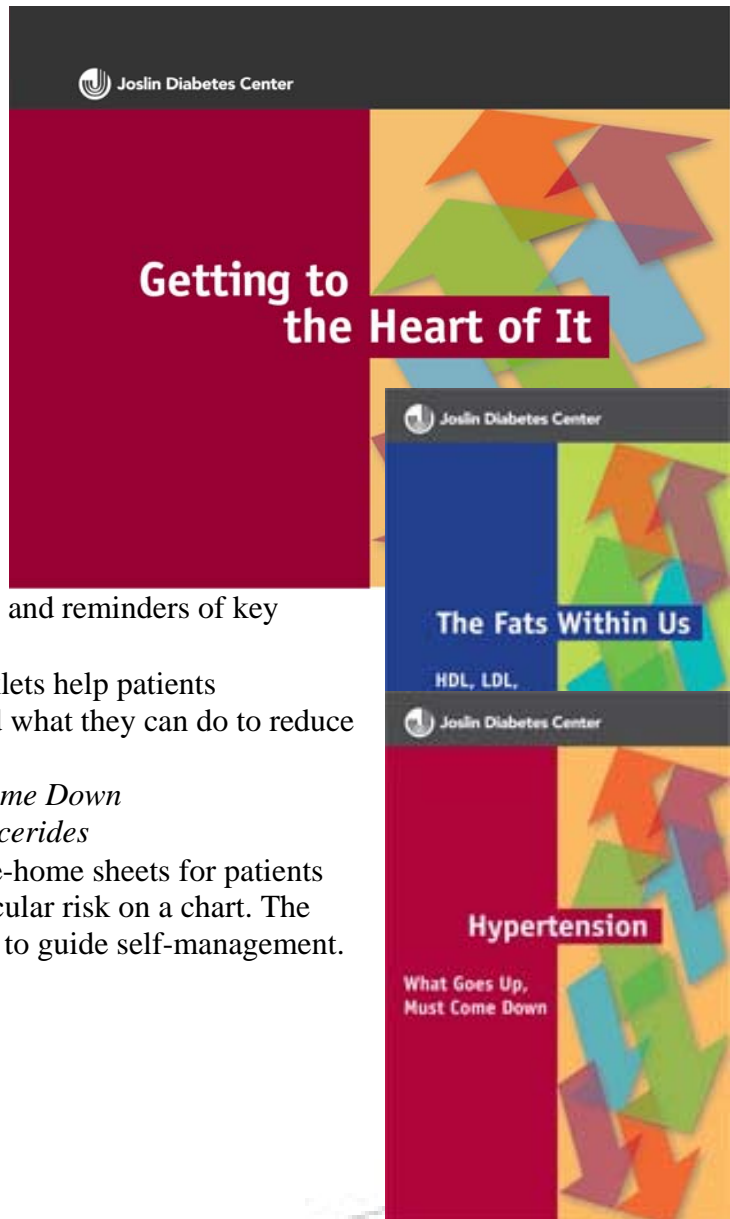
The Getting to the Heart of It Kit was created for healthcare professionals to use during conversations with patients. The objective of the Kit is to help providers and patients set goals and to increase the likelihood of patients meeting those goals. Joslin distributed over 20,000 individual kits to primary care practices and continues to receive requests for additional Kits.

The objectives of the Joslin Getting to the Heart of It Kit include:

- Fostering patient-provider collaboration
- Reducing cardiovascular risks in patients with and without diabetes

The Kits included the following materials:

- A flipchart – a unique tool for patient education, with separate pages for patients with diabetes and for patients without diabetes. The patient-facing pages display with easy-to-understand charts a patient’s current risk for cardiovascular complications. The provider-facing side contains talking points and reminders of key messages.
- Patient Booklets – two colorful take-home booklets help patients understand the cardiovascular risk they face and what they can do to reduce those risks
  - *Hypertension – What Goes Up, Must Come Down*
  - *The Fats Within Us – HDL, LDL, Triglycerides*
- Action Plans (Tear Pad) – Four truly useful take-home sheets for patients that allow the provider to mark a patient’s particular risk on a chart. The reverse side provides an action plan for patients to guide self-management. The four action plans cover:
  - Lowering blood pressure
  - Lowering LDL cholesterol
  - Lowering A1C
  - Preventing diabetes
- Monograph – *Patient-Physician Collaboration: Engaging Your Patients and Diabetes and Macrovascular Complications*. Practice and clinical information that will:
  - Help make the time providers spend with patients more efficient for the practice and more meaningful for the patient
  - Provide current clinical insight about diabetes and its macrovascular complications



## **Rosa's Story™**

### **La Historia de Rosa – Rosa's Story - Patient Only**

*Rosa's Story* is an audio-novella educational tool developed to present diabetes information to Spanish-speaking Latinos. This innovative teaching tool uses short, first person stories to convey the most important messages in diagnosis, prevention, blood glucose control, nutrition, medications and exercise. There are four chapters on diabetes and one on pre-diabetes in three audio CD's. The chapter on prediabetes is told by a 15-year old girl who discusses her experiences and how she now does everything she can to make sure that she does not get diabetes.

A patient booklet accompanies the CDs to provide more detailed information for patient reference as they are guided through the story.



### **La Historia de Rosa – Rosa's Story – Patient & Provider Kit**

In addition to the patient resources described above, the Kit version includes a provider manual. The manual, which is in English, includes an overview of *Rosa's Story* for providers who may not speak Spanish, clinical guidelines, information on managing the care of people with diabetes in a culturally-appropriate manner, and other resources on diabetes.

*Rosa's Story* can be used by provider practices for group classes or for individual patients.

### **Program Outcomes**

Outcomes collection is ongoing. Preliminary outcomes are very positive and indicate that the use of *Rosa's Story* has a statistically significant impact on diabetes-related knowledge.

## Joslin Diabetes SmartStart™ Program Overview

The Joslin Diabetes SmartStart™ program provided educational materials and training to the office staff of primary care providers. The program was designed to assess whether clinical and behavioral outcomes related to diabetes could be improved by supplementing diabetes resources in the primary care setting. More than 1,600 PCPs and their office staff were reached across two cities, New York, NY and Detroit, MI. There was no cost to providers or patients to participate. As part of the program, Joslin-trained CDEs provided participating PCP offices with basic diabetes education for clinical staff.

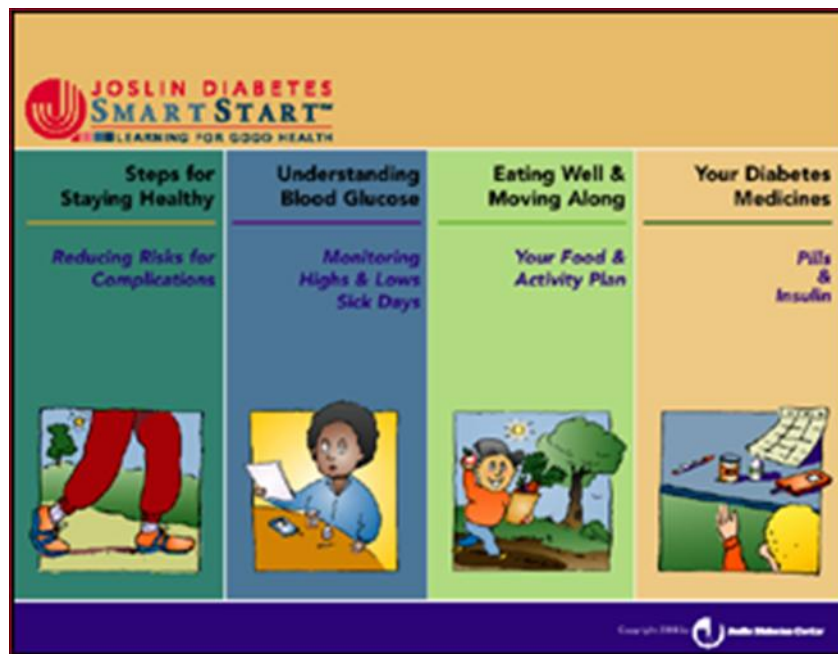
Program elements that were delivered by CDEs included:

- A two-hour core training for clinical office staff covering a set curriculum, with additional modules on topics as needed
- Customized diabetes services for office staff, including availability of CDEs to discuss cases, answer questions, or provide resources as requested

The CDEs also provided print materials to the PCP offices including:

- A patient education kit including flipcharts, booklets and handouts in English and Spanish (the flipcharts were used as part of the staff training process, and then in turn used by the staff with diabetes patients)
- A resource manual for staff, including a list of local ADA-recognized education programs
- The Joslin Diabetes Deskbook – A Guide for Primary Care Providers
- A CME-accredited monograph
- A patient education video

Finally, a letter explaining the goals and objectives of the program was sent to every endocrinologist and CDE in each city. This was a key factor in ensuring that the program not be perceived as usurping or replacing local diabetes education programs.



Time of Check	Usual Goal for Most People	Your blood glucose goals
Before meals	90-130	
Two hours after meals*	less than 180	
Bedtime	110-150	
A1C	less than 7%	

\* Expect a 30-60 point rise from premeal glucose levels 2 hours after a meal

**Monitoring Instructions:**  
Type of meter: \_\_\_\_\_  
Days/times to monitor: \_\_\_\_\_

**Times to check more frequently:**  
 When your treatment plan is changing  
 If you are having low or high blood glucose  
 During periods of stress, illness or pregnancy  
 When you are taking a new medicine

**Special instructions:** \_\_\_\_\_

## **Joslin Diabetes SmartStart™ Program Outcomes**

As a whole, SmartStart generated meaningful outcomes for patients, providers and office staff. Joslin's team took careful approaches to understanding each group's needs and tailored the program offerings to fulfill them. For patients, Joslin measured and tracked both clinical and behavioral outcomes and demonstrated significant improvements along key dimensions. The program also illustrated positive attitudinal changes and practices by PCP providers and office staff. A summary of important SmartStart outcomes are highlighted below:

### Patients:

- Decrease in mean A1C levels (7.76% to 7.12%)
- Decrease in mean blood pressure (134/79 to 128/76)
- Decrease in mean LDL Cholesterol (107 to 94)
- Increased confidence in ability to manage their diabetes and optimism about living a healthy life

### Providers:

- Increased satisfaction with availability of diabetes education materials in their office
- Increased confidence in teaching basic concepts of diabetes care

### Office Staff:

- Increased frequency of discussion of A1C test results with patients
- Increased confidence in practices' ability to help patients manage their diabetes

Through the provision of diabetes education *support*, this program demonstrated substantial improvement in important measures of diabetes care. The magnitude of clinical improvement was sustained in year two with substantially reduced costs.

Joslin has published two ADA Abstracts and one article describing outcomes from this program.