

Title of Intervention: Use of a bi-cultural community health worker to complete diabetes education

Intervention Strategies: Individual Education, Supportive Relationships

Purpose of the Intervention: To improve patient knowledge, self-care behaviors and glycemic control

Population: Inner city, Hispanic, newly diagnosed diabetic patients who were over 20 years of age

Setting: Diabetes management clinic at a tertiary care teaching hospital in New York City; health care facility-based

Partners: None mentioned

Intervention Description:

- Individualized Education: The diabetes education intervention was conducted by certified diabetes educators on an individualized, one-to-one basis in accordance with the American Diabetes Association (ADA) Standards for Diabetes Patient Education Guidelines. Counseling focused on attainment of self-care skills and behavior change strategies. Patients were considered to have successfully completed the education program when the ADA standards were met and when individualized learning objectives were completed.
- Supportive Relationships: Community Health Workers (CHWs) were individuals who lived in the community, had previously volunteered in the clinic and were bi-cultural, bi-lingual Hispanic Americans of Puerto Rican heritage. CHWs acted as liaisons between the health care providers and the individuals with diabetes. They served as interpreters, reinforced self-care instructions, reminded patients of upcoming appointments and rescheduled missed appointments. Family members were also invited to attend most of the education sessions.

Theory: Social Learning Theory

Resources Required:

- Staff/Volunteers: Certified diabetes educators, CHWs
- Training: Training for CHWs
- Technology: Not mentioned
- Space: Clinic space
- Budget: Not mentioned
- Intervention: ADA Standards for Diabetes Patient Education Guidelines
- Evaluation: Questionnaires, materials to collect blood samples

Evaluation:

- Design: Randomized controlled trial
- Methods and Measures:
 - Diabetes knowledge and self-care practices were assessed via questionnaires.
 - Blood samples were collected to measure glycohemoglobin levels.
 - Individuals were followed for completion of the education program.

Outcomes:

- Short Term Impact: Knowledge levels and selected self-care practices significantly improved. The CHW appeared to have a strong impact on program completion.
- Long Term Impact: Glycohemoglobin levels improved.

Maintenance: Not mentioned

Lessons Learned: Interventions with a bi-cultural community health worker can improve rates of completion of a diabetes education program in an inner city Hispanic patient population.

Citation(s):

Corkery, E., C. Palmer, et al. (1997). "Effect of a bicultural community health worker on completion of diabetes education in a Hispanic population." *Diabetes Care* 20(3): 254-7.