



Healthy Together

Transforming Diabetes Prevention & Control

March 30, 2022

THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.



Project Roadmap



LAY THE GROUNDWORK

September-March

- Plan
- Create Workflows
- Develop Resources
- Train Staff
- Identify/Invite Patients



LAUNCH

March - April

- Enroll Patients
- Distribute Kits
- Baseline Measurement
- Launch Curriculum



IMPLEMENT

April - May

- Deliver Curriculum
- Support use of Pt Care Kits
- Collect/Report Data
- Peer Exchange



WRAP UP

March 2023

- Final NDPP Session
- Post-Measurement
- Report Data
- Share Lessons
- Celebrate!



Today's Objectives:



- **Celebrate**
Accomplishments of the '*Lay the Groundwork*' and '*Launch*' phases
- **Prepare**
To '*Implement*' Healthy Together
- **Q&A**

Celebrate!!



LAY THE GROUNDWORK

September-March

- Plan
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LAUNCH

March - April

- Enroll Patients
- Distribute Kits
- Baseline Measurement
- Lifestyle Coach Training

Close of Preparation Phases...Ready to ***Implement!***

Prepare to Implement



LAY THE GROUNDWORK

LAUNCH

IMPLEMENT

April 2022 – March 2023

Deliver Curriculum
Support use of Pt Care Kits
Collect/Report Data
Peer Exchange

Step 1: Prepare your materials and screens

Implement



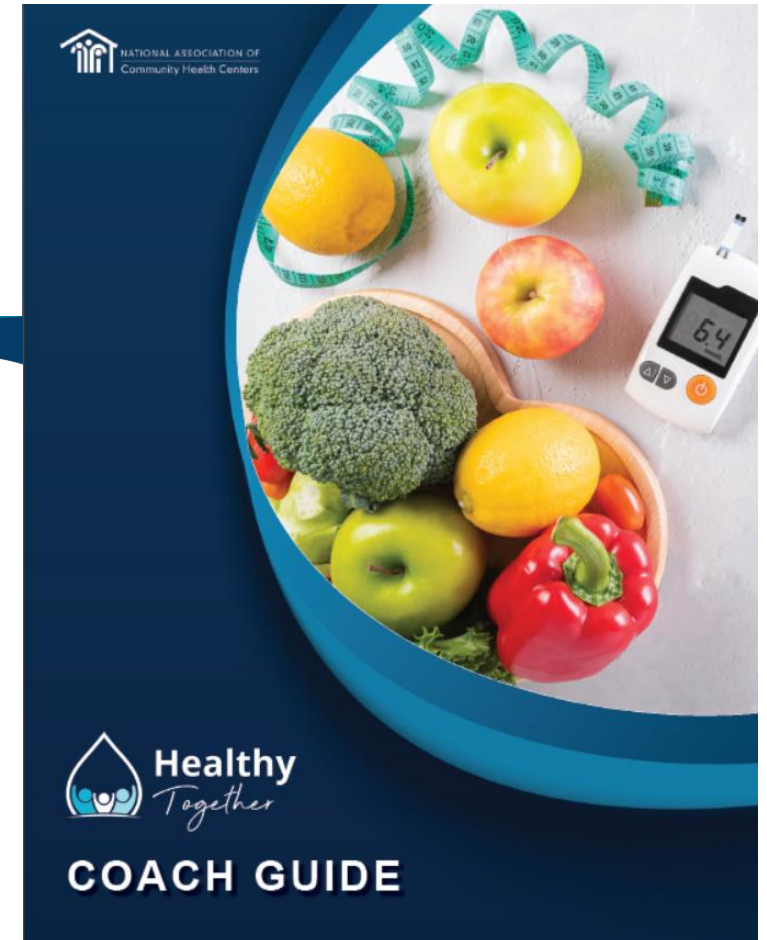
- Have your Coach Guides in front of you, turned to the appropriate pages.
- If it is helpful to you, have a copy of the Participant Guides in front of you as well.
- Close all unnecessary apps to reduce distractions and background noises (email, chat, EHR, etc.), and free up computer memory.
- Login to the Wellocity Coach portal



Wellocity User Guide for Healthy Together Lifestyle Coaches

Signing In and Out.....	2
Update Participant List.....	2
Schedule and Start Session.....	6
View Reports and Update Participant Data.....	9
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[Wellocity Coach Guide](#)
[Wellocity Participant Guide](#)



[Coach Curriculum Guide](#)
[Participant Curriculum Guide](#)

Step 2: Start the session in the Wellocity Coach Portal



- Select 'View Today's Sessions' from the Sessions Menu.
- Select the 'Start' button **no sooner than 5 minutes before** the session's scheduled start time.
- Select 'Allow' for Zoom to open and 'Join with Computer Audio'

The screenshot shows the Wellocity Health portal interface. The top navigation bar includes 'Dashboard', 'Participants', 'Sessions', 'Reports', and 'More'. The user is logged in as 'Suzanne L.'. The main content area displays 'Hill Country - Round Mountain Wed 9 am (Enrollment)' with a 'Program Timezone: Pacific Time' note. Below this, there are dropdown menus for 'Select Cohort' (NACHC Demo) and '1 session' (View Today's Sessions), along with a 'Cohort Calendar' button. A table lists the session details:

Session Type	Participants	Delivery Mode	Date	Time	Module Name	PDFs	Action
Core	Invited	Distance Learning	03/21/2022	10:30am	Introduction to the Program	For Coach For Participant	Start

The 'Start' button in the 'Action' column of the table is highlighted with a red box.

Step 3: Welcome participants



Allow a few minutes for your participants to join the Zoom session.

- Say hello to participants as they join – make sure they feel welcome!
- It may be helpful to have a printed list of participants in front of you that you can quickly scan to see who is here and who still needs to join. Printed list can include name, phone number, and email in the event you need to contact someone who is having technical difficulty.

After a few minutes, begin the session by welcoming the group and introducing yourself.

- It is important to stay on schedule to have enough time to cover the curriculum content and to be respectful of participants who joined on time.
- If participants join late, briefly welcome them and jump back into the discussion. You do not need to start over to catch up late participants (any missed information can be discussed one-on-one during a check-in call.)

Announce any 'ground rules' for group sessions (e.g., being respectful of classmates, turning cameras 'on', etc.)

Hold off on participant introductions! National Coach (Angela) holds time for this in the recording.



Step 4: Take attendance

For all sessions, you will need to take attendance. This can be done at the very beginning, or for session 1, during the introductions.

Method for taking attendance is up to the Lifestyle Coach! Can be a formal role call if you have a large group, or through observation if you have a small group.

Make sure to write it down!

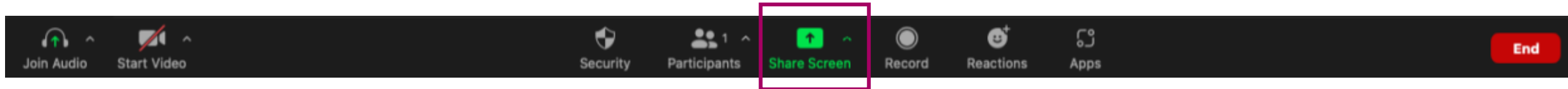
Make a note of participants who join (significantly) late and/or leave (significantly) early. This will help you to remember what information to discuss with the patient in their one-on-one check, or if a makeup session is needed.

Wellocity will mark participants' attendance (for Zoom sessions only!) based on whether they join the Zoom session, however Wellocity cannot track how long they stayed. Lifestyle Coaches can 'override' the attendance Wellocity tracks in the Coach Portal if needed.



Step 5: Share your screen

- When you are ready to play the National Coach (Angela with ADCES*) recording, in the Zoom window, select the 'Share Screen' icon



- Share your screen displaying the Wellocity Coach Portal Timeline

*ADCES = Association of Diabetes Care and Education Specialists



Step 6: Play ADCES recording, pausing for discussions

Module Video: Introduction to the Program



Healthy Together

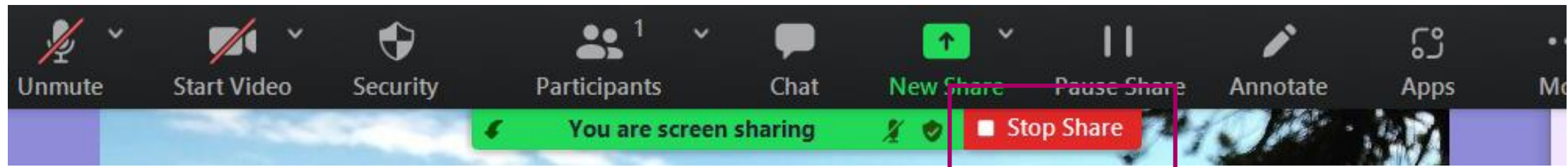
NATIONAL ASSOCIATION OF Community Health Centers

[ADCES Module 1 Recording](#)



Step 7: Stop sharing your screen

- When it is time for a discussion, pause the recording.
- In the Zoom window, select 'Stop Sharing' icon



- It is more engaging for everyone to see each other.
- Once discussion is completed, you may share your screen again and resume playing the recording. Repeat 'sharing' and 'stop sharing' as needed.

Practice before the session!

While you will not be able to practice 'start the session' in Wellocity, it is a good idea to practice navigating the Wellocity coach portal and how to 'share' and 'stop sharing' screens in Zoom.

Also practice what you are going to say. How will you facilitate introductions and discussion with your participants?

You can pause the recording at any time! For example, if your group has a lot of questions, or if you want to further explain or discuss a point Angela mentions.

With your health center team and Hub, determine your back up plan. What will you do if you have trouble starting the Zoom meeting? What will you do if you have trouble playing the ADCES recording?

For future sessions, watch the ADCES recordings on your own before each live session! The recording for session 2 will be sent out in the Healthy Together newsletter on Friday.

Determine your back up plan

Trouble Launching the Zoom meeting

Consider:

- Ask another coach at your health center, or your Hub, to launch the Zoom meeting
- Contact the help center from within the Wellocity Coach Portal or with an email to support@wellocitywellness.com

Determine your back up plan

Trouble playing the ADCES recording

Consider:

- Opening and playing the recording on a cell phone so the audio picks up over Zoom
- If you feel comfortable, covering the curriculum material on your own

Before the next session

One-on-one check-ins with participants

- Check-ins should occur weekly, while curriculum sessions are weekly
- When curriculum sessions are monthly, check-ins occur at a frequency that works best for the patient (weekly, every other week, monthly, etc.)
- Lifestyle Coach to call the patient individually (or meet with patient in person)
- Topics to discuss with patient:
 - Wellness tracker – weight, activities, food log, etc.
 - Setting/working toward individual patient goals
 - Wellocity support
 - Support with Care Kit Tools
 - Ask about patient hospitalizations, ED visits
 - Community resource connection
 - Other individualized support

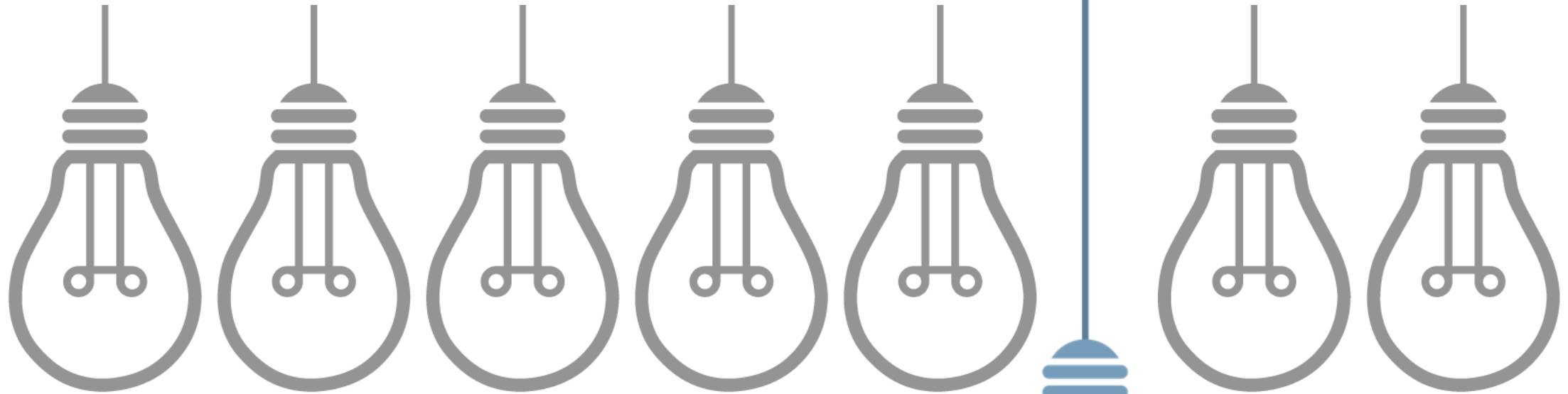
Updated Healthy Together Action Guide

The Action Guide has been updated to include Spanish handouts and Wellocity User Guides



Transform Diabetes Prevention and Care

A step-by-step guide to implement the Centers for Disease Control and Prevention's National Diabetes Prevention Program curriculum using patient self-care tools in a virtual setting and applying a whole-person focus.



Questions?



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Next Project Meeting:

April 20th, 2022
1 -2 pm ET



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