Safety Net Medical Home Initiative: 
*Transforming Practices into Medical Homes*

**PCI Pt. 2: Self-Management Support in the PCMH**

Moderated by:
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with Guest Speakers:
- Monette Sutphin, Operations Officer, High Plains Community Health Center, CO
- Emily Montoya, Registered Dietician, High Plains Community Health Center, CO
- Dawn Heffernan, RN, MS, CDE, Diabetes Program Manager, Holyoke Health Center, MA
- Michael Meza, MD, Clearwater Valley Hospital, Orofino, ID
- Joan Pernice, RNC, MS, Clinical Health Affairs Director, Massachusetts League of Community Health Centers
HIGH PLAINS COMMUNITY HEALTH

Monette Sutphin, Operations Officer

Emily Montoya, Registered Dietician
Rural, agriculture area in SE Colorado
In 2009, served 7,814 patients / 27,878 visits
3 MD’s, 4 mid-levels, 2 dentists, 2 hygienists
Have been involved in HD Collaboratives since 1999
Office redesign 2002
Patient facilitators & cross-training
WHY HEALTH COACHES?

Percent of DM Patients with Self Management Goal Setting

- Total: 96.5%

Percent DM patients with BP < 130/80 (12 months)

- Total: 62.9%
FUNDING, RECRUITMENT, & TRAINING

- 2 funding sources:
  - Federal: HRSA Outreach grant
  - State: Office of Health Disparities grant

- Recruitment: growing our own experts

- Training:
  - Motivational Interviewing
  - Consistent messaging
ROLE OF A HEALTH COACH

- Health coach interaction initiated by provider
  - Provider communicates with HC—provides some focus for the interaction.

- Patient Centered:
  - What is the one thing you would really like to work on right now to improve your health?
  - What is the hardest part about taking care of your diabetes right now?
**ROLE OF A HEALTH COACH**

- **Collaborate** to set Self-Management Goal
- **Create** action plan
- **Assess** barriers
- **Connect** to clinic and community resources
- **Support** change: follow-up
- **Provide** patient education and skill building
# CONNECTIONS TO RESOURCES

## Referral Resources

### Diabetes Class

### Nutrition Class
By Emily Montoya, Registered Dietician. FREE! 5:45-7:30, OCT 7-HEARTY HEATING. Oct 14 FAMILY FEAST, Nov 18, HEART HEALTH, Food and recipes provided.

### Healthier Living Colorado Classes
FREE 6 week class. Patients get help with the challenges of living with an ongoing condition like heart disease, lung disease, or arthritis. Helps patients cope with fatigue, frustration, pain, and stress.

### Tomando Control Classes
FREE SPANISH 6 week class: 5:30-8 pm. Patients get help with the challenges of living with an ongoing condition like heart disease, lung disease, diabetes, or arthritis. Helps patients cope with fatigue, frustration, pain, and stress.

### Silver Sneakers
Tues and Thurs 9-10 am LCC Fitness Center. Muscular strength, range of motion, activity for daily living skills, hand held weights, elastic tubing with handles, resistance ball. A chair is used for seated and/or standing support. $37.12/4 mos. FREE w Mcare + AARP, Humana, Secure Horizons.

### Saturday Stroll
LCC Fitness Center
Lamar Community Bldg Workouts
Community Building Punch Card
Tobacco Cessation

### Patient Navigator
Kacey Lucero, Heart Smart Patient Navigator, helps patients overcome barriers to medical care, assists with making appointments, paying for medications, and finding resources for patients.

### Community Health Worker
Crystal Cook, Community Health Worker, provides community outreach and education, helps community members better manage and understand their chronic conditions, and provides info on cardiac risk, blood pressure checks, and FREE cholesterol screenings.

### Registered Dietitian
Meet one on one with Emily Montoya, Registered Dietician, to learn how food choices play a role in energy level, bone health, weight management, and risk for heart disease, diabetes, and some cancers.

### SBIRT Health Educator
Meet one on one with Lisa Thomas, SBIRT Health Educator, to learn healthy levels of alcohol use, alcohol and substance use risk to health, education about substance use, and, if necessary, referral to treatment.

### Health Coach

### Hispanic Health Coach
Culturally competent assistance for Spanish speaking patient who need help with SM goals, education, and removal of barriers to better health.

### Prowers Co Community Referral Team
CERT: Assistance for you, your child, your family or someone you care about. Amy Hobbs, Project Coordinator, will help families with info about services in Prowers County, referrals, advocacy, case management, planning and problem-solving.

### Outreach Department
Becky Olivas and Maura Gonzales enroll eligible patients into assistance programs: CICP, HCPC, Slide, Migrant, Women's Wellness Connection, Medicaid, CHF+, and OB programs.

### Compassionate Drug Program
Pharmaceutical companies offer many assistance programs for patients who cannot afford their medications. See Rome in our resources.

### Mental Health
Mental Health Clinician, sees patients in our main medical facility to integrate physical and behavioral health.

### Provider Appointment

### Other: FREE TEXT

### Dentist / Dental Care
A healthy mouth is important for overall health. Some chronic diseases cause poor dental health and poor dental health contributes to some chronic diseases. See a dentist now today.