



# **Community Matters : Diabetic Program Evaluation and Survey through Community Outreach via Telenursing**

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# Introduction

- Matthew Walker Comprehensive Health Center, Nashville, TN
  - Dial Down Diabetes Program – Grant to begin a program aimed at African American and Latino women with pre-diabetes and diabetes.
  - Use of telenursing via follow-up calls to receive community feedback.
- Purpose: To increase adherence and to assess the effectiveness of the Dial Down Diabetes program.



# Background

- Telenursing offers a way for nurses to check in on patients and reach those who lack easy access to healthcare.
  - Increases patient satisfaction
  - Cost effective
  - Increases adherence

Dial Down Diabetes offers

- Educational Workshops
- Free Diabetes Clinic
- Support



# Methodology

- Follow-up telephone calls were made to 227 people who joined the Dial Down Diabetes program from May 2012-May 2013.
- Patients were asked to participate in a 28 question survey using surveymonkey. The survey asked questions in regards to the following:
  - Overall Demographics
  - Physical Fitness
  - Nutrition
  - Motivation and Support
  - Program Participation

Voicemail messages were left for those who did not answer.



# Results

- 44 people responded to the survey (about 20% return rate)
- Majority of participants were African American females between the ages 41-50 with a very high A1C of 9.0 or greater
- 82.05% of participants feel this program motivates them to make lifestyle changes overall
- 40% of participants admit to not taking their medication as prescribed. The greatest reason for this not following instructions. Patients understood how to take the medication, but did not do so because of side effects.
- Participants feel this program has caused them to eat healthier (65.12%) and exercise more (45.24%).
- 59.46% felt the program has not effected how they take medication.
- 77.5% of participants do not have a good knowledge of the program and what it has to offer, such as educational workshop dates and times.



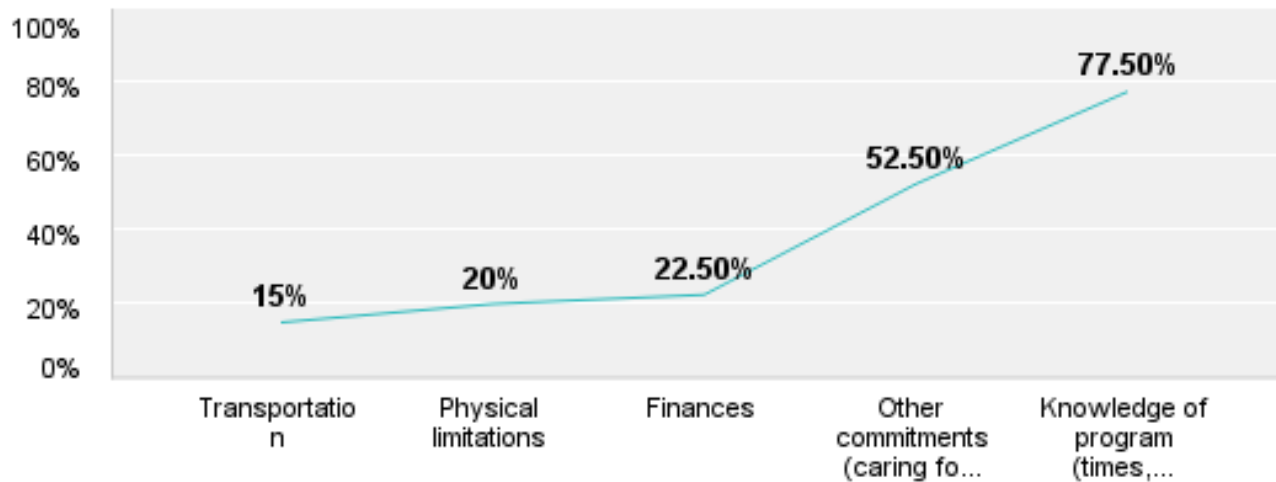
# Results Continued...

- 54% of respondents wanted to make an appointment with Matthew Walker Comprehensive Health Center but had not done so.
- Appointments were made for all of those patients
- This shows the positive impact of telenursing because more people made appointments to receive primary care.

# Results Continued

## Q22 What challenges are keeping you from following the Dial Down Diabetes program?

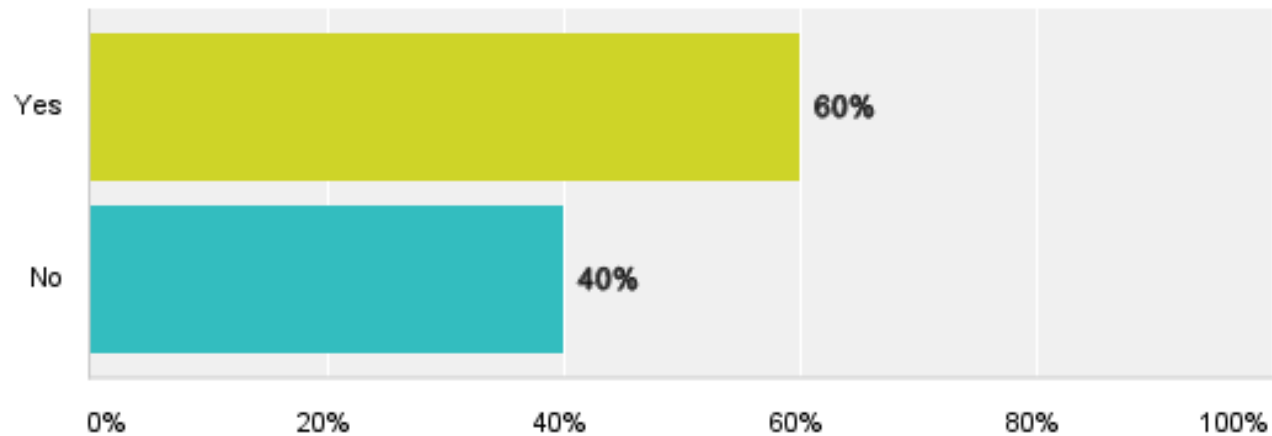
Answered: 40 Skipped: 4



# Results Continued

## Q15 Are you taking your medication as prescribed by your doctor?

Answered: 40 Skipped: 4

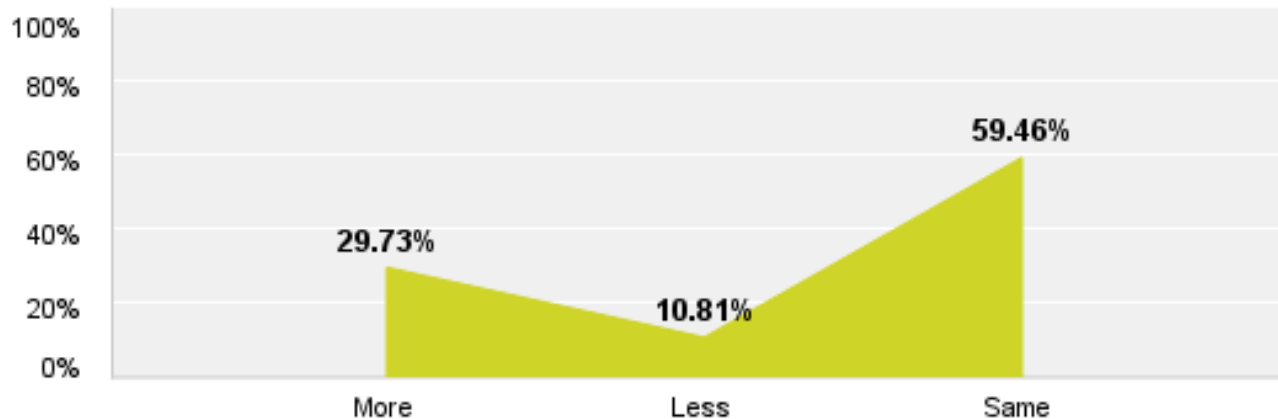




# Results Continued

**Q17 Since joining Dial Down Diabetes, have you started taking your medication as prescribed more, less or about the same?**

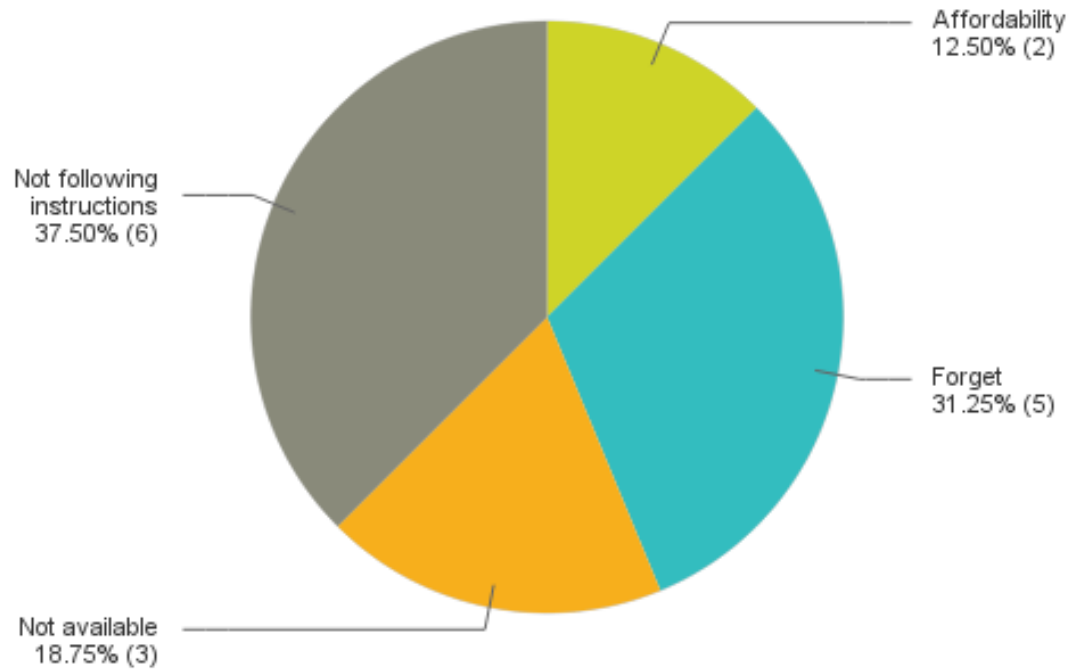
Answered: 37 Skipped: 7



# Results Continued

## Q16 If not, why?

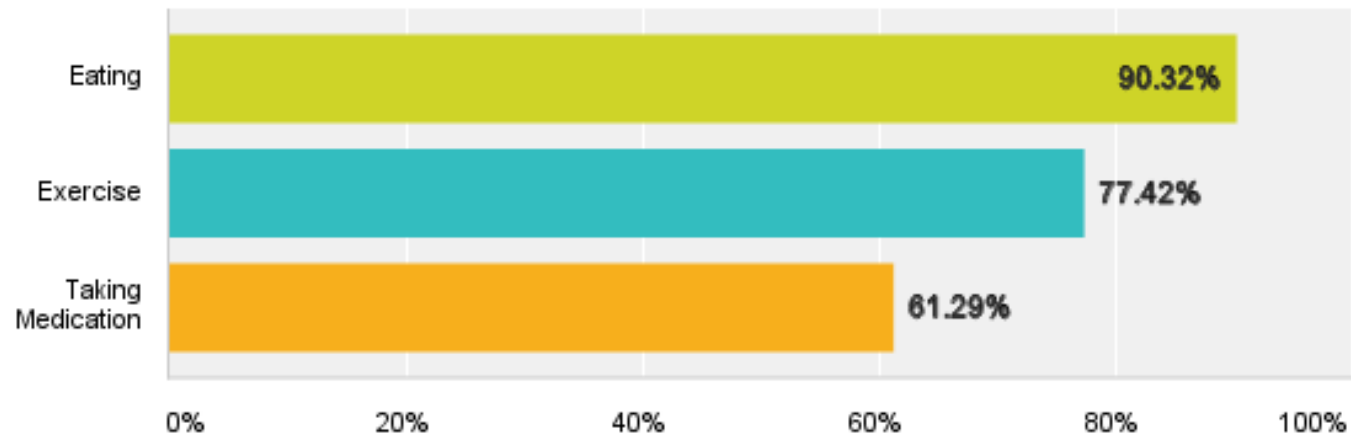
Answered: 16 Skipped: 28



# Results Continued

**Q19 If yes, which ones - eating, exercise or taking medication?**

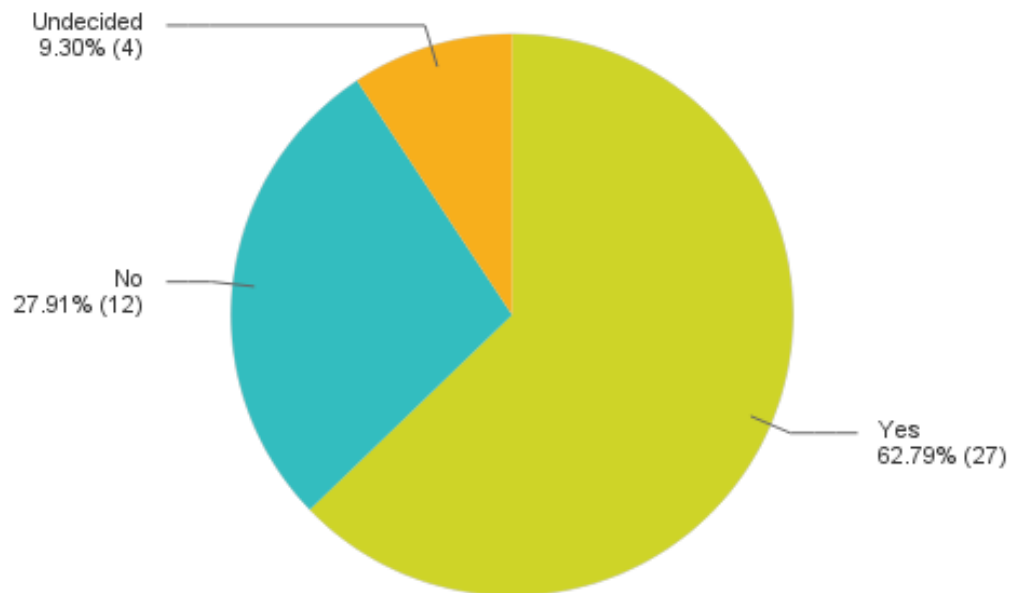
Answered: 31 Skipped: 13



# Results Continued

## Q26 Would you like to go to the next Diabetes Education workshop?

Answered: 43 Skipped: 1





# Discussion

- Based on these results, it can be determined that the Dial Down Diabetes program has been effective in helping patients with diabetes make important lifestyle changes
- The only areas that need more attention to increase positive outcomes are medication adherence and program marketing.
- More research needs to be conducted to discover more in depth reasons as to why patients are not taking their medication as prescribed.
- With 72% of the patient population being uninsured, it is possible that patients do not take their medication correctly because of financial strain. Patients admit to skipping pills and cutting pills in half, so it would be beneficial to research the reasons for this behavior.



# Recommendations

## **Increase medication education-**

72.73% of patients are prescribed metformin, so a handout about Metformin would be beneficial.

## **Better marketing of the Dial Down Diabetes program-**

For every diabetic patient that comes to the clinic, they need to be given a list of dates and times of educational workshops for the year, as well as a list of services offered.

**Increased communication** between the patient and healthcare team. Every person the patient speaks with needs to inform the patient of the services offered at the clinic.



# Conclusion

- This project showed the effectiveness of the Dial Down Diabetes program as well as areas of needed improvement.
- Community feedback via surveys and follow-up calls helps the clinic grow and respond to what the community wants and needs.
- Telenursing increased the number of patients returning to the clinic for primary care.



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