

Grant Outcomes Report

Creating a Diabetes Center of Excellence on Buffalo's East Side

The Problem:

Buffalo's East Side is predominantly African American and poor. Diabetes prevalence is three times the national rate for adults under the age of 60 and twice the national rate for those 60 and older. While diabetes self-management education is considered an integral component of effective care, skilled educators are not readily available in poor, minority communities. At the start of this grant, the region had no certified diabetes educators with minority backgrounds.

Jericho Road Ministries proposed forming the "Diabetes Center of Community Excellence" to provide culturally appropriate support for diabetes self-management in minority communities. The project had two primary goals: **1)** embedding certified diabetes educator trainees who were representative of their communities and linked to community practice, and **2)** establishing a Diabetes Health Ministry Outreach Resource Center.

Diabetes Center of Community Excellence was funded as part of a set of grants under the New York State Health Foundation's (NYSHealth's) 2007 RFP *Setting the Standard: Advancing Best Practices in Diabetes Management*. The goal of *Setting the Standard* was to move New York State's primary care system to adopt and spread best practices in disease management and establish them as the universal standard of care for patients with diabetes. At the time, multiple diabetes management programs already existed throughout New York State along with established collaboratives aimed at maximizing the impact of these programs. Thus, the Foundation expected the grants made under the RFP to advance these programs and build systemwide capacity to support, sustain, and institutionalize these efforts. The Chronic Care Model—a highly respected and accepted framework for approaching the improvements sought through this initiative—was a major reference point in the RFP. This project represented an opportunity to test a culturally adapted element of the

KEY INFORMATION:

GRANTEE

Jericho Road Ministries, Inc.

GRANT TITLE

Diabetes Center of Community Excellence

DATES

January 1, 2008–March 22, 2011

GRANT AMOUNT

\$460,000

FUNDING

2007 Setting the Standard: Advancing Best Practices in Diabetes Management RFP

Chronic Care Model. By making the “self-management” message and messengers as culturally appropriate as possible, Jericho Road Ministries hoped to motivate minority community members with diabetes.

Grant Activities & Outcomes:

Under this grant, Jericho Road Ministries completed the following activities:

- Hired and trained two certified diabetes educators (CDEs) who are now the only CDEs known to be practicing in the eight-county Western New York Region and are representative of these diverse communities. Training included preparation of CDEs to pass the National Certification Board for Diabetes Educators (NCBDE) exam. Both CDEs passed this board exam on their first attempt.
- Integration of the fully trained CDEs into the Primary Care Medical Home Care Teams; process outcomes relative to American Diabetes Association standards of care were improved.
- Achieved NCQA Primary Care Medical Home Level III certification for two of the practices associated with the project.
- Identified critical success factors and developed a recommended timeline for “growing your own CDE” in safety net Medical Home settings.
- Documented structural barriers to “growing your own CDE” workforce in community settings and recommended policy changes at the national, state, and local levels to overcome these barriers.
- Trained 52 individuals as ministers of health (using “Diabetes 101,” a faith-based curriculum developed for this project) from 16 churches.



Direct patient diabetes self-management education began in October 2008—as planned in the community practices—and within six months, the CDE trainees delivered diabetes self-management education to 219 patients at 626 patient encounters. By November 2010, the new CDEs had passed the NCBDE exam and educated 1,568 patients over 4,480 encounters. Preliminary data suggests

a positive impact on health outcomes for patients who interacted either in one-on-one or group settings with the CDEs. Survey data from clinic staff also suggests that CDEs are valued new members of these practices. However, recruiting patients to participate in group classes with CDEs remains a challenge. Patients cite difficulty in the time of class offerings, as well as child care, as major barriers.

The Future:

Jericho Road Ministries secured a grant from the Community Health Foundation of Western and Central New York to support their CDEs. It is currently employed at two of the largest community health centers in Buffalo. These community health centers developed a business plan to ensure long-term employment for CDEs.

Bibliography

Kahn, L.S., Glaser, K., Fox, C.H., and Patterson, A. Diabetes educators in safety-net practices: a qualitative study. *Diabetes Educ.* Under review.

Kahn, L.S., Glaser, K., Holland, S., Patel, V., Glick, M., Fox, C.H., Taylor, J., and Danakas A. Growing our own: certified diabetes educators in medical homes. In progress.

BACKGROUND INFORMATION:

ABOUT THE GRANTEE

Jericho Road Ministries, Inc. (JRM) is a nonprofit, faith-based organization that was formed in association with Jericho Road Family Practice, a faith-based clinical organization that provides direct primary care services to inner-city residents of the West Side and East Side neighborhoods of Buffalo. Jericho Road Ministries operates with low overhead, leveraging a large number of volunteers from the Western New York faith community to improve the health and wellness of inner city residents. JRM's affiliated organization, Jericho Road Family Practice, is also the largest provider of clinical and wellness services for the sizable population of international refugees who have been resettled in the region, and it has been providing basic health care for the past 15 years to city families and individuals who are uninsured, disadvantaged, or otherwise marginalized. Jericho Road Ministries' mission is to facilitate wellness and self-sufficiency in the lives of refugee and low-income community members in Buffalo by addressing health, education, and economic barriers.

GRANTEE CONTACT

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