

New Resources to Engage Advanced Practice Providers in Referrals to the National Diabetes Prevention Program Lifestyle Change Program

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BACKGROUND

The **National Diabetes Prevention Program (National DPP) lifestyle change program** is a structured, evidence-based, year-long program designed to prevent or delay the onset of type 2 diabetes in people with prediabetes or those at risk of developing diabetes.

Referrals from health care providers are important for getting patients who are at risk for type 2 diabetes into the program. Those who are referred by a health care provider (HCP) are more likely to join. Most efforts to engage HCPs in referrals have focused on physicians.

This study explored advanced practice providers—nurse practitioners (NPs) and physician assistants (PAs)—as a referral source, and how LCP delivery organizations (LCPs) could engage them in referrals.

Formative research was conducted to develop strategies, materials, and tools to help LCPs engage advanced practice providers in referrals.

QUESTIONS

The general evaluation questions for this study:

- 1 Can advanced practice providers increase referrals to the lifestyle change program?
- 2 What messages, materials, and tools can help LCP organizations establish referral relationships with advanced practice providers?
- 3 Do the materials and tools developed for LCP organizations provide the needed resources for them to establish referral relationships with HCPs?

METHODS

- Held **panel discussion** with NPs and PAs
- Conducted **interviews** with LCP recruitment staff, NPs, PAs, and state NP association representatives to build on the panel discussion
- Developed draft **materials and tools** and conducted **materials testing** with LCP recruitment staff, NPs, and PAs
- Conducted a nine-week **demonstration project** with five LCPs to evaluate how useful the materials and tools are in helping LCPs plan and implement outreach to engage advanced practice providers in referrals and determine how the materials may need to be improved
 - Conducted **interviews** with participating sites and the NPs and PAs they were able to engage in the project

FINDINGS

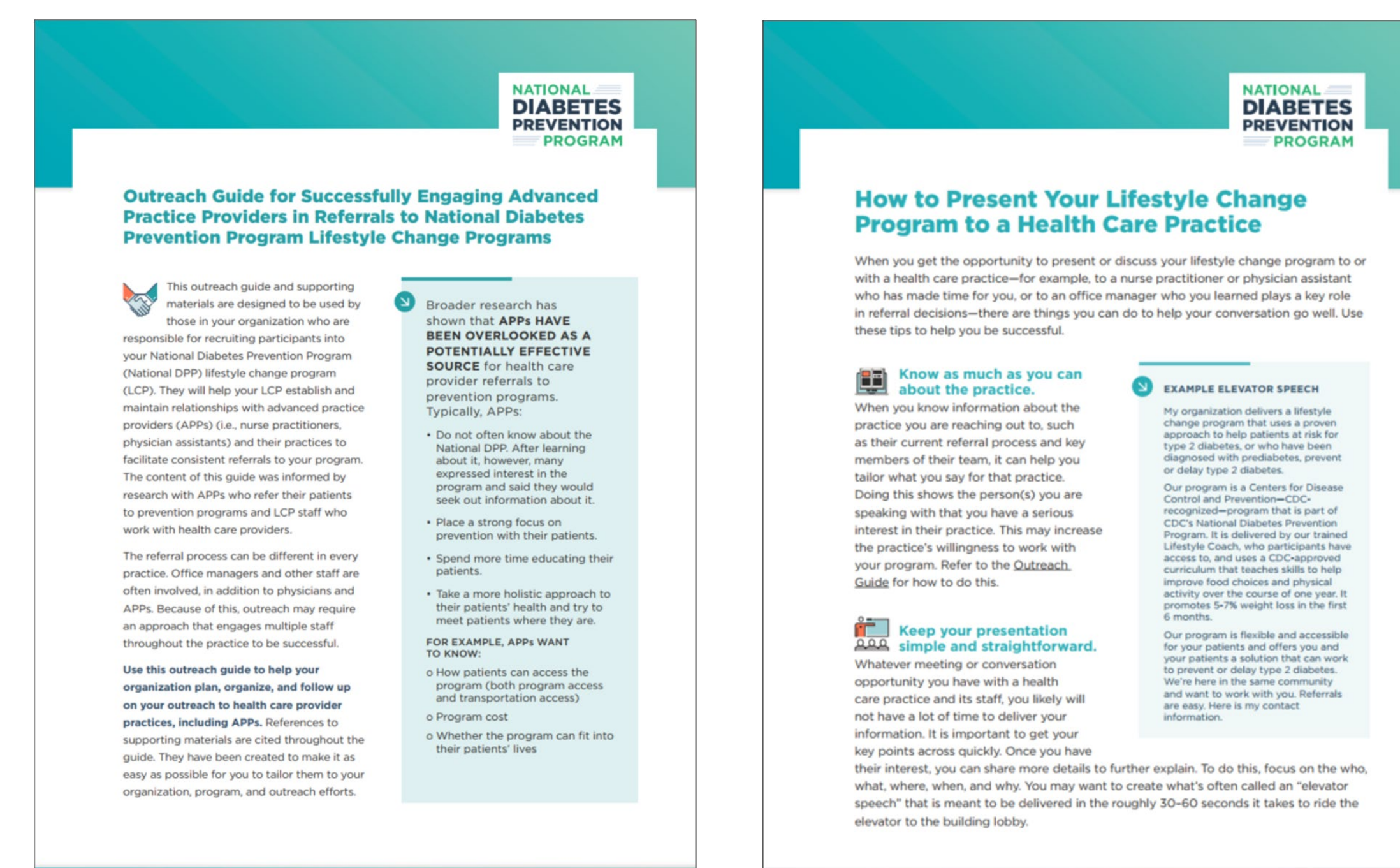
- Most NPs and PAs do not know about the National DPP LCP. Once they learned about it, they thought it was a program to which they may refer their patients at risk for type 2 diabetes.
- There is no one way that referrals happen within a health care practice. NPs and PAs prefer online methods because they are easy and quick.
- NPs in particular place a large focus on prevention with their patients and often spend more time with patients.
- LCPs are not regularly communicating with the HCPs with whom they work. Some reported contacting providers twice a year.
- The ways in which LCPs are contacting HCPs do not include many of the ways in which NPs and PAs suggested programs could reach them (e.g., community events, conferences, professional associations).
- NPs and PAs shared specific information they would want to know about their local LCPs that would encourage them to refer their patients (e.g., cost, logistics).
- LCPs are not tailoring their outreach materials to NPs and PAs, specifically, and do not think it is necessary.
- Some LCPs are unsure about how to identify and engage HCPs in referrals.
- The materials and tools used in the demonstration project were well received by the participating LCPs and by the NPs and PAs with whom the organizations used the materials.
- Referrals and class enrollment both increased for some of the LCPs within the demonstration project period.

MATERIALS

A final suite of outreach materials and tools were developed that incorporate the findings from the demonstration project.

PLANNING TOOLS FOR LCPs:

- How to Use the Outreach Materials
- Outreach Guide
- LCP Needs Assessment Tool and Outreach Plan Template
- Health Care Provider (HCP) Engagement Planning Checklist
- How to Present Your Program Tip Sheet

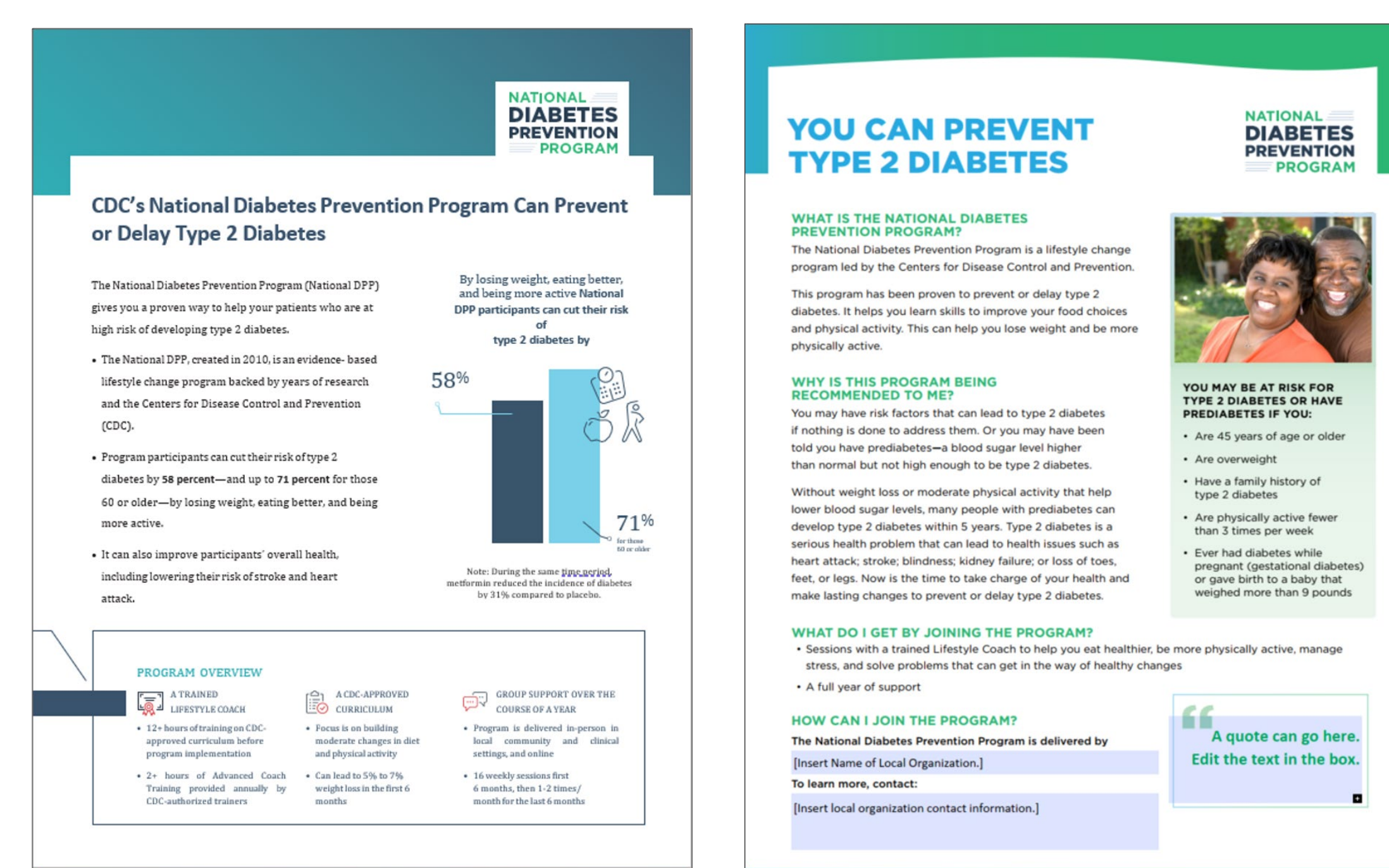


Outreach Guide

How to Present Your Program Tip Sheet

MATERIALS FOR LCPs TO USE WITH ADVANCED PRACTICE PROVIDERS:

- National Program Factsheet
- National and Local Program PowerPoint Slides
- Patient Handout(s)
- Referral Form
- Talking Points
- Outreach Email Template
- Local Program Factsheet Template
- HCP Contact Card Template
- Meeting Follow-up Email Template



National Program Factsheet

Patient Handout

CONCLUSIONS

- 1 Advanced practice providers can be an effective referral source for the National DPP lifestyle change program.
- 2 Key to establishing successful referral relationships with advanced practice providers is:
 - Creating and maintaining an outreach plan
 - Giving advanced practice providers what they want to know about the National DPP lifestyle change program, and their local program, in ways they best receive information
 - Establishing consistent points of contact at the health care practice and LCPs
 - Conducting regular follow-up.
- 3 There is great potential to prevent type 2 diabetes among diverse patient populations as more LCPs use the outreach tools and materials with advanced practice providers to increase referrals to and enrollment in the National DPP lifestyle change program.

HOW TO FIND THE MATERIALS

The advanced practice provider outreach materials for LCPs will be available in the National DPP Customer Service Center's "Marketing and Recruitment for the National DPP."

nationaldppcsc.cdc.gov

PREVIEW THE MATERIALS

