



TESTING EVENTS AND CLASSES: COACH PROCEDURES

DIABETES PREVENTION PROGRAM

The Diabetes Prevention Program (DPP)

This benefit aims to engage Public Employees Benefits Board (PEBB) Program participants in the DPP with onsite blood sugar testing events and classes.

AUDIENCE

These procedures apply to all testing events and classes hosted by the Diabetes Prevention and Control Alliance. It also applies to all testing vendors and Diabetes Prevention Program Providers servicing the Washington State Public Employees Benefits Board Program.

PURPOSE

- Achieve a consistent, uniform, and private experience for all Public Employees Benefits Board Program participants across all testing events and classes.
- Define roles, responsibilities, and logistics.
- Address privacy concerns and participant interactions.

WHO'S ELIGIBLE

The Diabetes Prevention Program is available at **no cost** to PEBB members who:

- Are age 18 or over
- Are enrolled in a PEBB medical plan
- **Don't have Medicare as their primary insurance**
- Meet the DPP blood sugar and body mass index (BMI) criteria

ACRONYMS

DCP: Diabetes Control Program

DPP: Diabetes Prevention Program

HIPAA: Health Information Portability and Accountability Act

PEBB: Public Employees Benefits Board

WWC: WorkWell Consultants

DEFINITIONS

DPP Provider: WWC contracted provider of DPP – can be one of many contracted providers within broader DPP network

DPP Testing Provider: WWC contracted provider of onsite testing services

Health Coach: Employee of DPP Provider who attends testing events providing consultation – may or may not be the same person as the Lifestyle Coach

Host: Agency or institution requesting the testing event

Lifestyle Coach: Employee of DPP Provider who leads the individual DPP weekly classes – may or may not be the same person as the Health Coach

Registration staff: Staff person at the welcome table, part of the Testing Provider

Screener: Fasting blood sugar tester, part of the DPP Testing Provider

Testing event: A scheduled event located at the host worksite location providing fasting blood sugar testing and DPP enrollment

Wellness Coordinator: Staff person at the Host agency or institution who coordinates the on-site testing event and class series



TESTING EVENTS

1. BEFORE THE TESTING EVENT

- a. At time of confirmation, base the number of Health Coaches assigned on the estimated number of participants. The default number of coaches is two, but is adjustable depending on estimated attendance the week before the event.
- b. Health Coach and Host will get updates from WWC about enrollment numbers starting seven calendar days before the event and then daily until one day before the event.
- c. Lead Health Coach assigns back-up coaches in case enrollment numbers increase the week before the event.
- d. Lead Health Coach will contact Wellness Coordinator one week before the testing event to:
 - Tell them they will be participating.
 - Tell them they will arrive 30 minutes prior to the event.
 - Ask them for parking and building access instructions.
- e. Lead Health Coach will call the Wellness Coordinator the morning of the day before the testing event to confirm logistics.

2. GREETING THE AGENCY/ INSTITUTION WELLNESS COORDINATOR

The Health Coach, upon arriving, will:

- Seek out and greet the Wellness Coordinator.
- Greet the screeners and registration staff.
- Assist with room set up and privacy considerations (if needed).
- Discuss flow of the event.
- Prepare Health Coach discussion area.

3. HIPAA

- a. You must maintain privacy of participant's name and testing result according to HIPAA regulations.
- b. Testing Event areas must be well designed to avoid unintended release of personal health information including:
 - Registration station
 - Testing station
 - Coaching waiting station
 - Health Coach discussion stations
- c. Health Coach's interaction with the participant must take place in a setting that ensures as much privacy as possible, both verbal and line of site. Use privacy screens when a separate room is not available for the Health Coach-participant discussion.

4. DELIVERING BLOOD GLUCOSE RESULTS TO PARTICIPANT AND PARTICIPANT TRANSFER TO HEALTH COACH

- a. The screener will deliver the blood glucose results to the participant using the Results Delivery Language (see page 6).
- b. If the participant decides to discuss their results with a Health Coach, the screener directs them to the established Health Coaching Station to ensure privacy.
- c. If the participant tests in the diabetes range, the screener will use the Results Delivery Language (see page 6) and give the participant the flyer with information listing specific health plan information about the Diabetes Control Program.

TESTING EVENTS

5. FILLING CLASSES: OFFERING CLASS OPTIONS TO PARTICIPANTS

- a. The Health Coach explains the role of group interaction in the program and the importance of enrolling sufficient participants in the class.
- b. The Health Coach advises the participant of the class days/times available, and will balance need to fill classes with participant's preference.
- c. The Health Coach adheres to the Centers for Disease Control and Prevention participation guidelines when offering the class to the participant.

6. SINGLE POINT OF CONTACT FOR QUESTIONS

- For questions about the DPP classes or the Health Coach, Wellness Coordinators should contact the program lead for the DPP Provider. The lead's contact information will be provided to the Wellness Coordinator during the call the Health Coach initiates one week prior to the event.

7. DIABETES PREVENTION PROGRAM MATERIALS

The Health Coach brings program materials specifically developed for the PEBB Program for use during the consultation with the participant. The Health Coach will also bring intake forms and appointment reminder cards that include the DPCA call center number.



CLASSES

1. CONFIRMATION WITH WELLNESS COORDINATOR AND PARTICIPANTS

- a. Two weeks prior to class start date, contact the Wellness Coordinator and provide class confirmation.
- b. One week before the class start date, call class participants to confirm participation, and class start date and time.

2. CLASS CANCELLATION OR CHANGES PROCESS

- a. Lifestyle Coach contacts Wellness Coordinator immediately.
- b. Lifestyle Coach contacts participants immediately.
- c. A person representing the DPP Provider shows up at cancelled class start date/time in case a participant hasn't received the cancelled class message.
- d. If a scheduled class does not have the minimum enrollment two weeks prior to its start date, notify the Wellness Coordinators and encourage them to provide additional marketing to potential participants. Upon mutual agreement between the Lifestyle Coach and the Wellness Coordinator, the start date may be delayed. If the class does not meet the minimum enrollment requirements by the revised start date, cancel the class. Take measures to ensure prospective participants will not be able to register for the class.



4. FOLLOW UP AFTER 16-WEEK SESSION COMPLETED

- a. Determine maintenance meeting on a class-by-class basis and through discussion between the Lifestyle Coach with class participants and the Wellness Coordinator.
- b. This discussion should take place no later than session #15 to allow Wellness Coordinator to schedule space for maintenance sessions.

DIABETES PREVENTION PROGRAM

RESULTS DELIVERY

LANGUAGE CHART

THE MEASUREMENTS BELOW INDICATE BMI \geq 25.

If participant's weight equals or is higher than the number listed next to their height in this chart, they have a BMI of 25 or higher.

BMI CHART

Height (feet)	Weight (pounds)
4'10"	129
4'11"	133
5'0"	138
5'1"	143
5'2"	147
5'3"	152
5'4"	157
5'5"	162
5'6"	167
5'7"	172
5'8"	177
5'9"	182
5'10"	188
5'11"	193
6'0"	199
6'1"	204
6'2"	210
6'3"	216
6'4"	221



RESULTS DELIVERY LANGUAGE

For these results:	Tell the participant:
Fasting blood glucose: < 100 + BMI < 25	Thank you for testing today (point to the result/range). Your results are not in the prediabetes range and do not demonstrate high risk for diabetes at this time.
Fasting blood glucose: < 100 + BMI > 25	Thank you for testing today (point to the result/range). Your results are not in the prediabetes range, but you can still talk to the health coach about your options.
Fasting blood glucose: 100-125 + BMI < 25	Thank you for testing today (point to the result/range). Your results fall in the prediabetes range, but because your weight is in the normal range, you are not eligible for the DPP class. You can still talk to the health coach about your results.
Fasting blood glucose: 100-125 + BMI > 25	Thank you for testing today (point to the result/range). Your results fall in the prediabetes range. You are eligible for the DPP class. Would you like to talk with the health coach to discuss your results and the DPP classes?
Fasting blood glucose: 126 and above	Thank you for testing today (point to the result/range). Your results are in the diabetes range. This is not a diagnosis, but we recommend that you talk with your doctor to get further information. (Give DCP flyer and say) Here is some information about the Diabetes Control Program offered by PEBB health plans.