

USING VIDEO CONFERENCING TO INCREASE  
ACCESS TO  
EVIDENCE-BASED CHRONIC DISEASE SELF-  
MANAGEMENT EDUCATION IN RURAL UPSTATE  
NEW YORK

2024 North Country Leadership Summit  
October 9, 2024

**Get Healthy  
North Country**

Community Integrated Health Network | [gethealthynoco.org](http://gethealthynoco.org)



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# PRESENTATION PANEL

## Introduction to *Get Healthy North Country! Network*

*Ann Morgan, Executive Director*

*The Heart Network*

## How Virtual has Changed Program Delivery in the North Country

*Jerome James, Access Program Director & Lifestyle Program Educator*

*St. Lawrence County Health Initiative*

## The Claxton-Hepburn Medical Center

### Diabetes Education Program

*Shannon VanHouse, RN, CWOCN, CDCES*

*Claxton-Hepburn Medical Center*

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# Get Healthy North Country!

Community Integrated Health Network

Facilitated by

The Heart Network

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# Get Healthy North Country!

## Mission

*To reduce the burden of chronic disease across our region.*

## Vision

*A health and social care delivery system that emphasizes prevention, not treatment, of chronic disease AND one that offers every North Country resident equal opportunity to live their healthiest life.*

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# North Country Healthy Heart Network, Inc.

## Board of Directors



# Program Delivery Network

- 11 organizations currently contracted to deliver CDSME, NDPP, and/or tobacco cessation group programs
- Just one has the capacity to offer on-going, year-round opportunities in the communities they serve; most offer no more than 2 programs a year
- As the delivery network grows, organizations now collectively have capacity to offer quarterly in-person programs in some counties
- Thanks to virtual options, residents across the region have at least one opportunity monthly to join a program

[www.GetHealthyNoCo.Org](http://www.GetHealthyNoCo.Org)

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# For more information about the Get Healthy North Country! Network

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# ST. LAWRENCE COUNTY HEALTH INITIATIVE

## LIFESTYLE PROGRAM TRAINING & TECHNICAL ASSISTANCE CENTER

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# Lifestyle Program Training & Technical Assistance Center

## Training

- Master Trainers for CDSME
- DPP Master Trainer
- Conducting various sessions multiple times a year

## Technical Assistance

- Fidelity
- Data Collection
- Recruiting and Retaining Leaders
- Continuous Leader Training

## Other Support

- Networking
- Establishing a uniform approach for sharing classes
- Providing assistance with recruitment
- Serving as a central hub for referrals

# Lifestyle Program Training & Technical Assistance Center

## EVIDENCE-BASED Programming

- Chronic Disease Self-Management Education
  - Administered by the Self-Management Resource Center
  - Carried out by the Lifestyle Program Training & Technical Assistance Center within the Get Healthy North Country Coalition.
- Diabetes Prevention Program
  - Developed under the guidance of the Centers for Disease Control and Prevention
  - Adheres to the Standards for CDC Recognition



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# Lifestyle Program Training & Technical Assistance Center



Moving an evidence-based IN-PERSON program to VIRTUAL and TELEPHONIC delivery.

- Self-Management Resource Center
- Providing toolkit delivery via phone
- Conducting virtual sessions using Zoom or other platforms
- Ensuring continuous updates

Moving an evidence-based IN-PERSON program to HYBRID delivery.

- Conducting hybrid sessions using Zoom or other platforms
- Ensuring continuous updates



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# Lifestyle Program Training & Technical Assistance Center

## Virtual, Hybrid, and Telephonic “Pros”

-  Improved ability to serve a wider geographical area
-  Enhanced chances for leaders to collaborate
-  Promotes partnerships and collaboration
-  More flexibility in participation, overcoming weather and time constraints
-  Allows individuals restricted to their homes or beds to engage in activities
-  Reduces the likelihood of absenteeism due to discomfort or external factors
-  Expands access to a wide array of programs
-  Anonymity sometimes helps individuals to join in

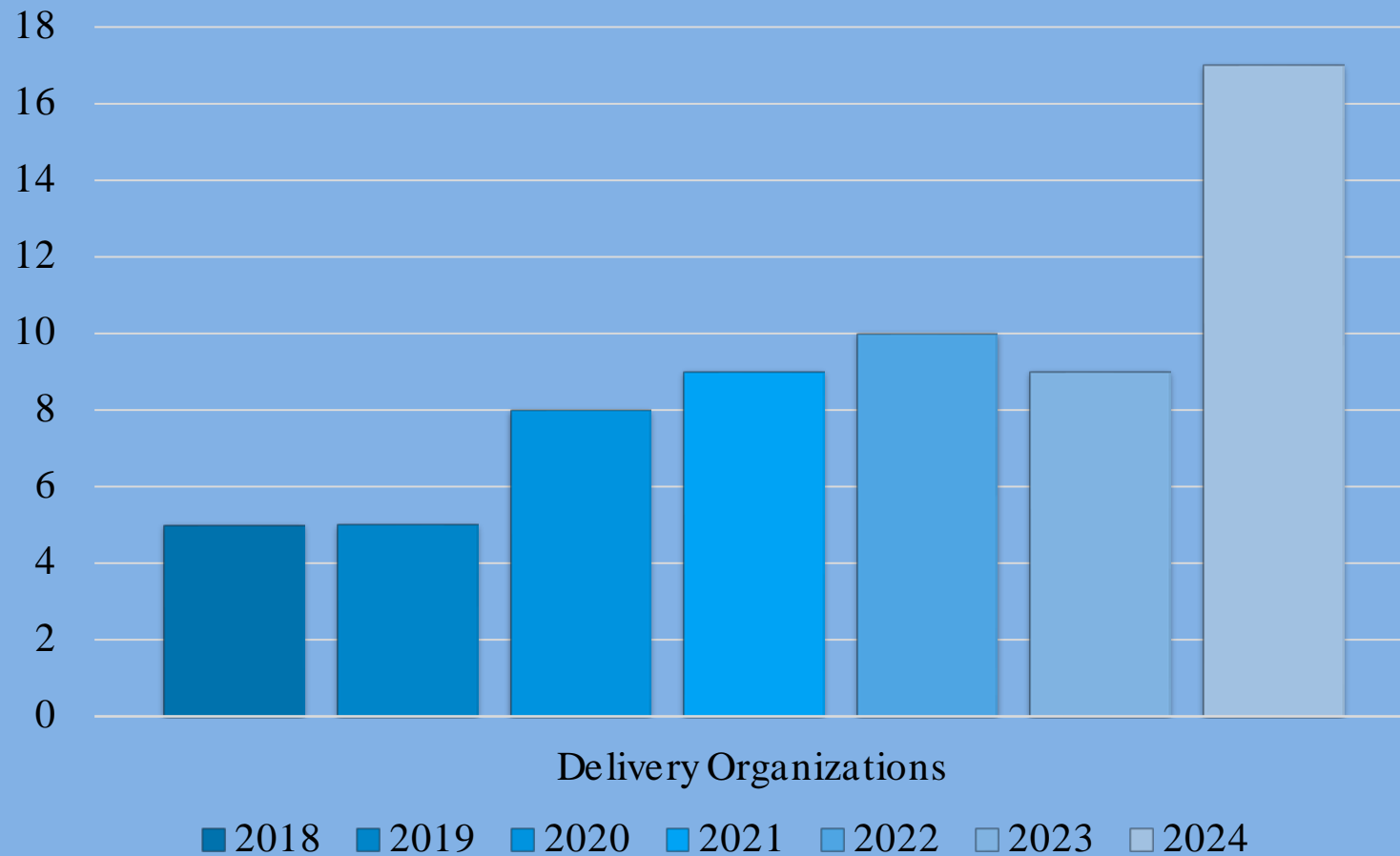
# Lifestyle Program Training & Technical Assistance Center

## Virtual, Hybrid and Telephonic “Cons”

- Ensuring consistent Internet connectivity in the North Country.
- Recognizing the difficulties encountered by participants with restricted or unclear technology access.
- Addressing limitations in effectively monitoring all participants.
- Lack of personal connections and sensory signals in virtual meetings.
- Respecting privacy and choice to not appear on screen.
- Virtual interactions invading personal space as participants connect from home.
- Some participants favor face-to-face interactions above virtual ones.
- Challenges may arise due to frequent updates on virtual platforms.

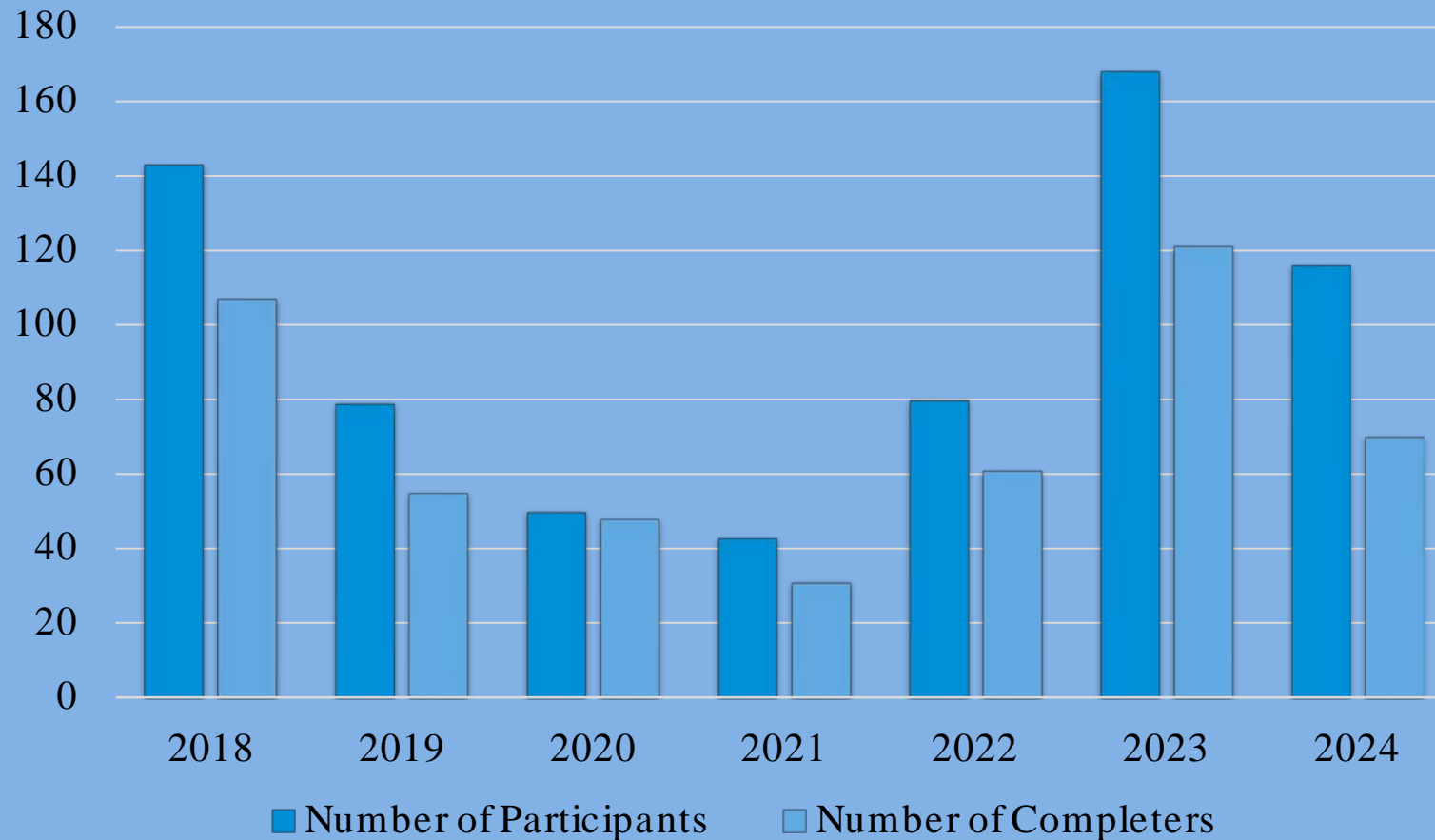
# Lifestyle Program Training & Technical Assistance Center

Number of Active Delivery Organizations



# Lifestyle Program Training & Technical Assistance Center

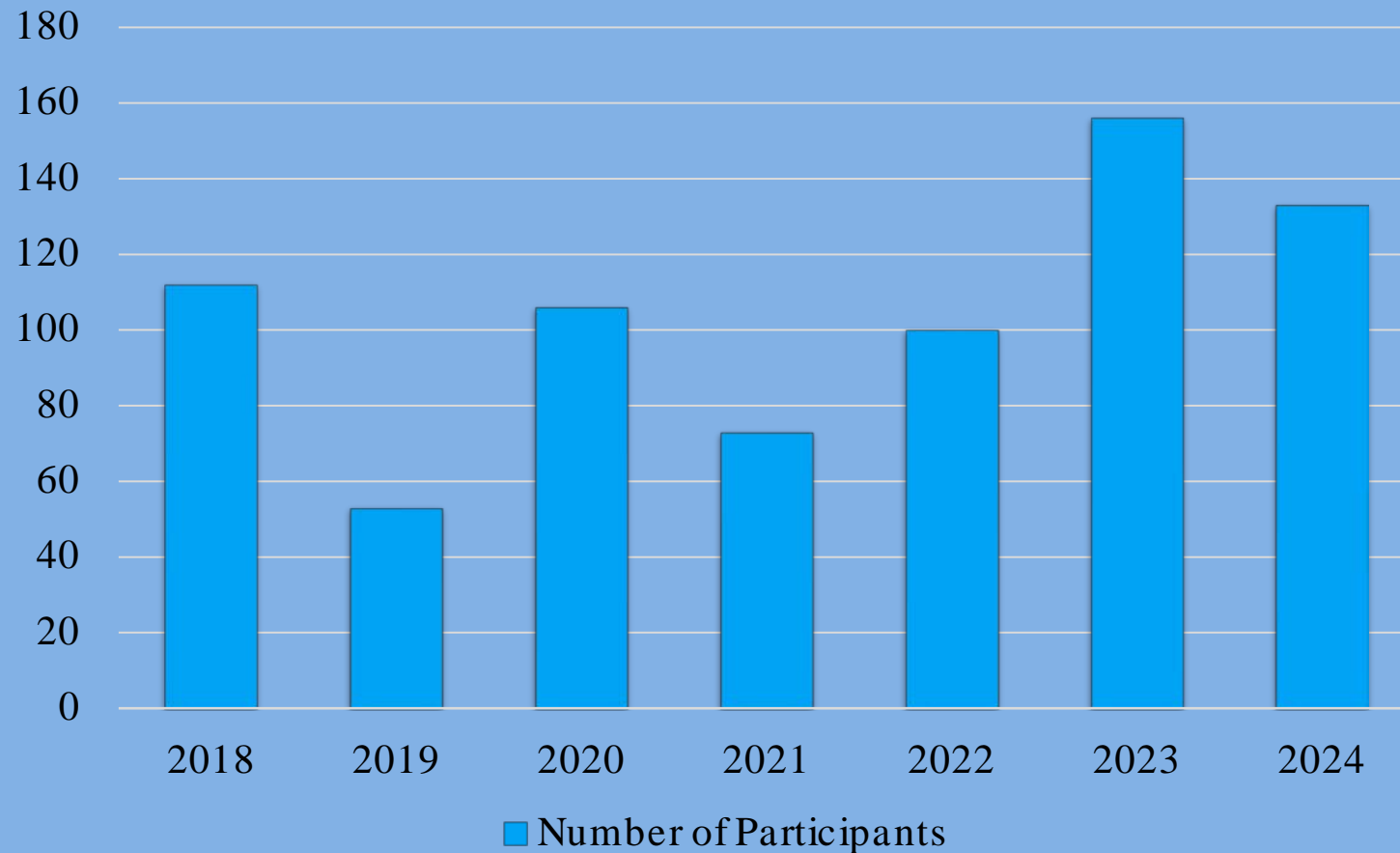
Number of Participants, Number of Completers - CDSME





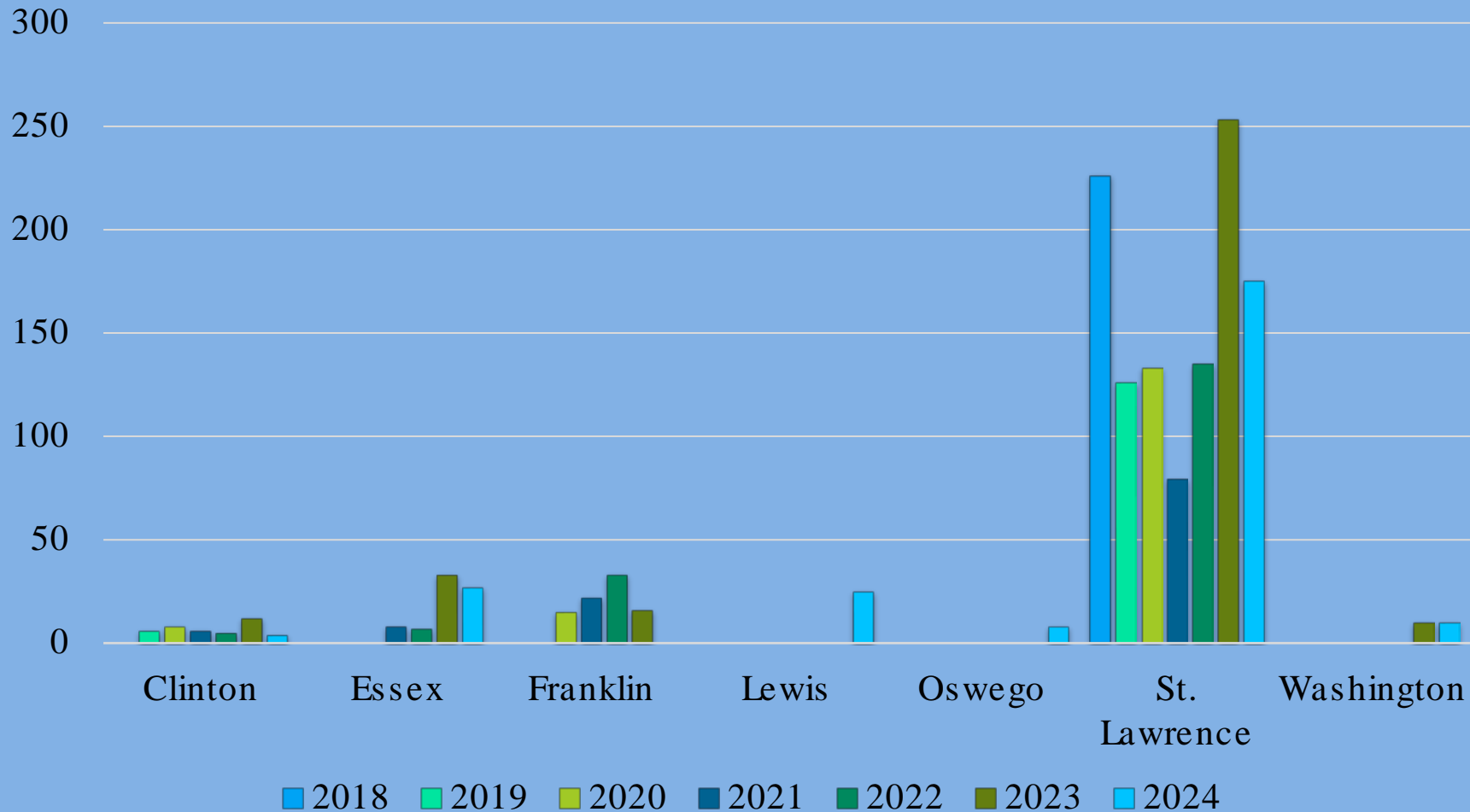
# Lifestyle Program Training & Technical Assistance Center

Number of Participants NDPP

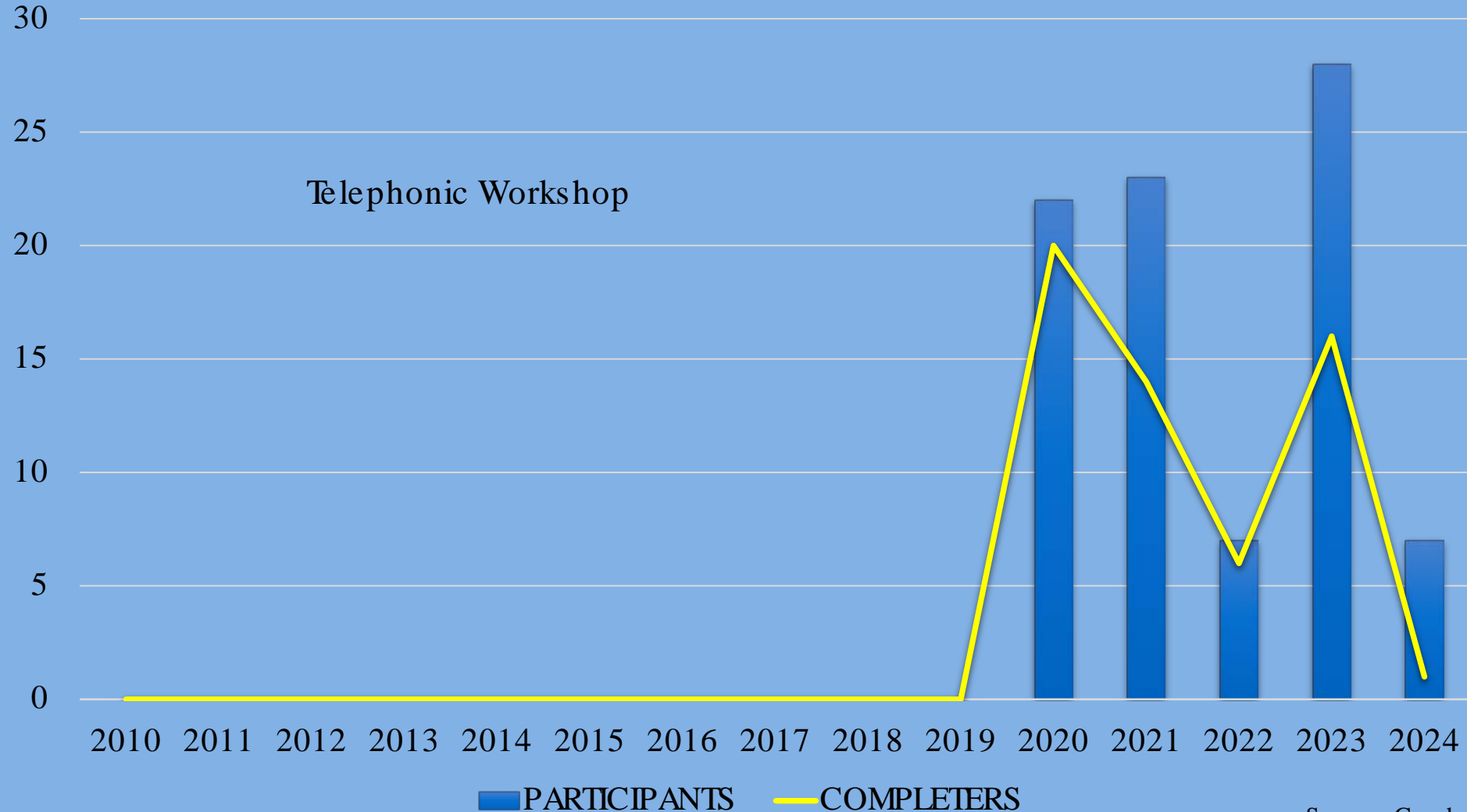


# Lifestyle Program Training & Technical Assistance Center

Number of Participants by County

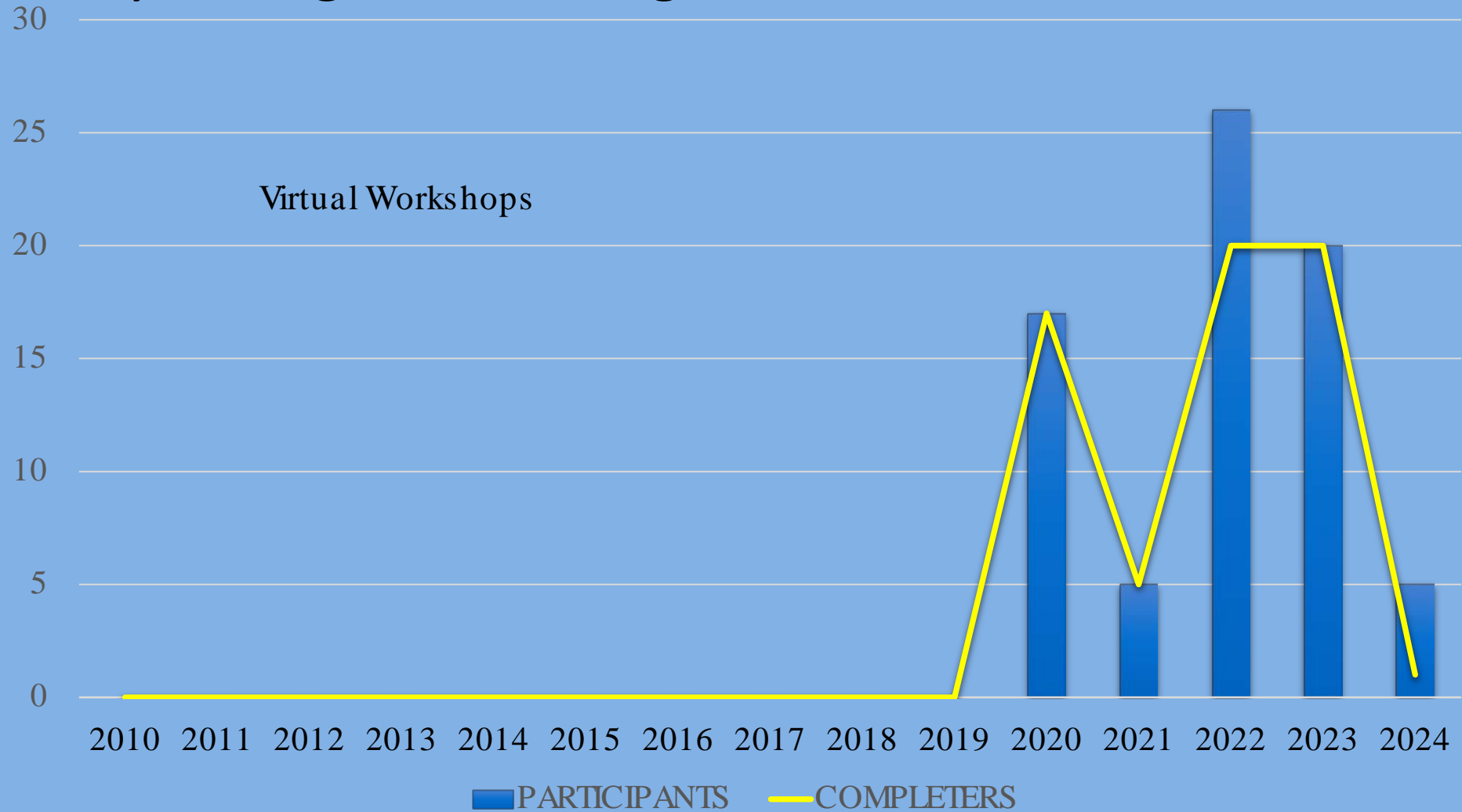


# Lifestyle Program Training & Technical Assistance Center



Source: Graph created by Binita Mahato

# Lifestyle Program Training & Technical Assistance Center



Source: Graph created by Binita Mahato

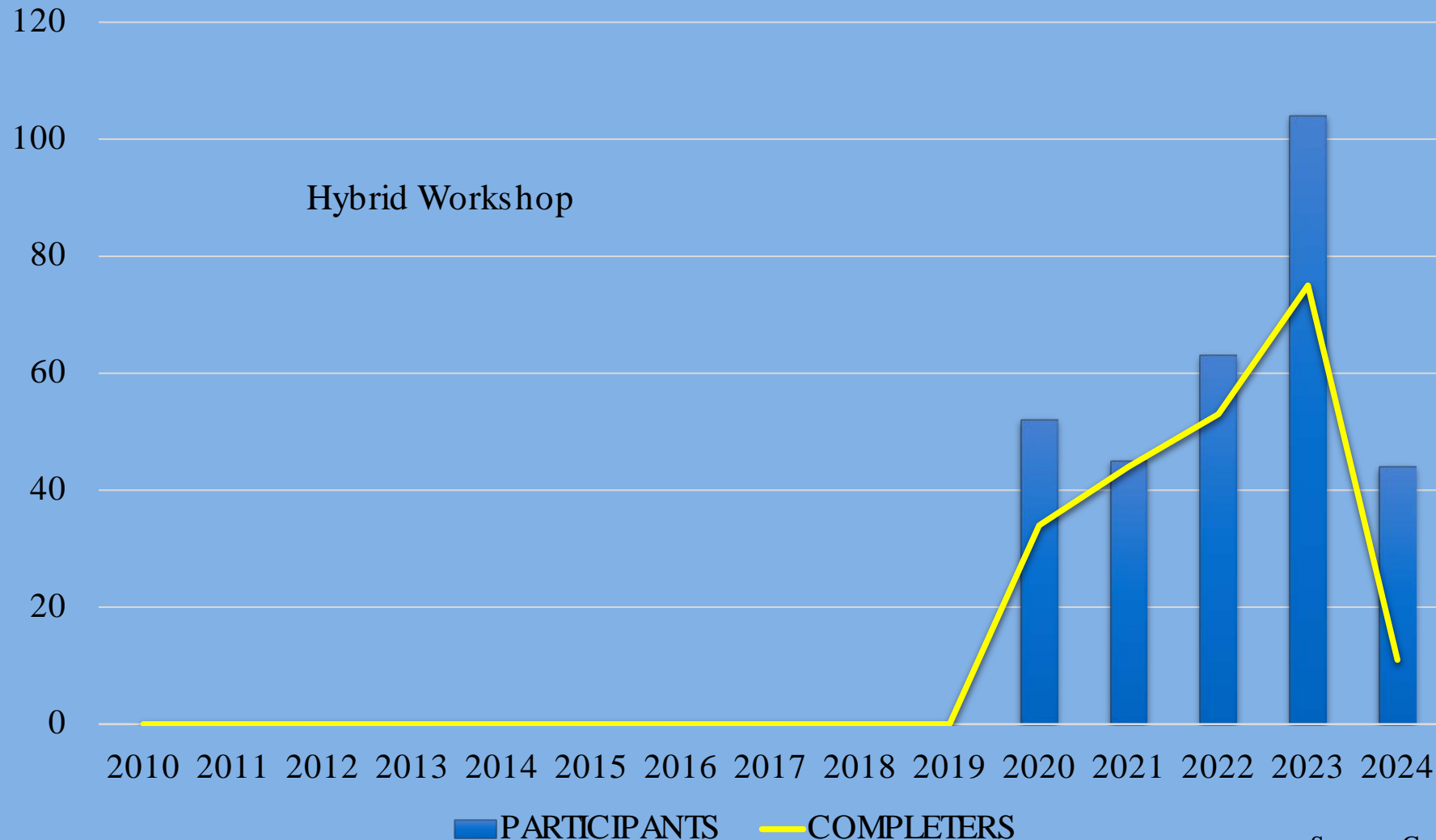
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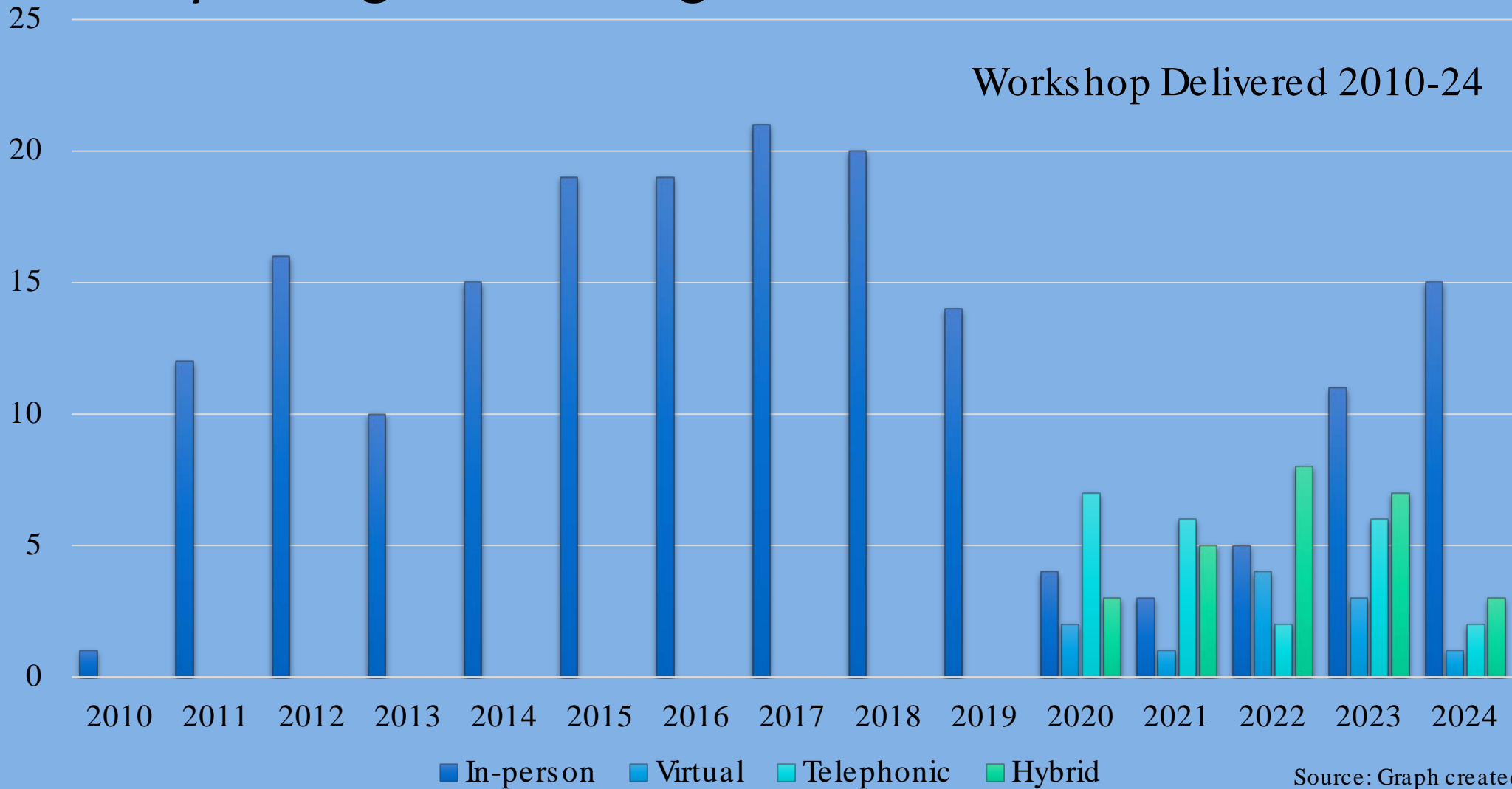
# Lifestyle Program Training & Technical Assistance Center



Source: Graph created by Binita Mahato

# Lifestyle Program Training & Technical Assistance Center

Workshop Delivered 2010-24



Source: Graph created by Binita Mahato

# Lifestyle Program Training & Technical Assistance Center

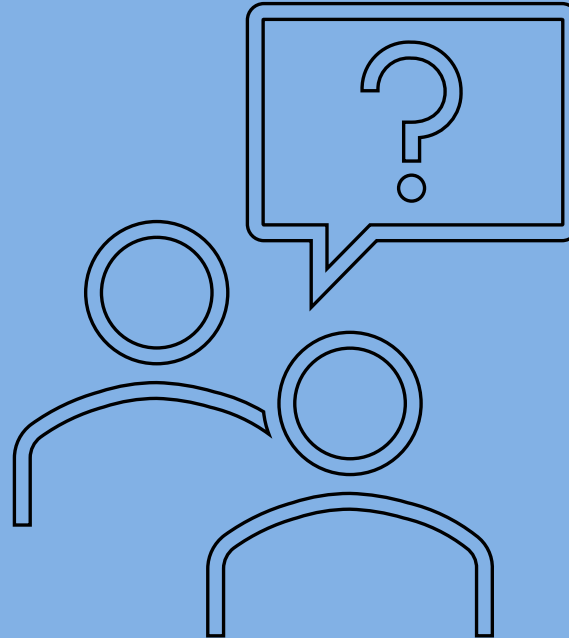
## Questions?

For More Information:

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Data graphs on slides 11, 12, 13, and 14 were created by Binita Mahato, Center Business Development Specialist, St. Lawrence County Health Initiative

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# PREVENTION AND MANAGEMENT PROGRAMS AT CLAXTON-HEPBURN MEDICAL CENTER

SHANNON VANHOUSE, RN, CWOCN, CDCES

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# Who we are

Claxton-Hepburn Medical Center, (soon to be Northstar Health Alliance) is a small rural hospital located on the Canadian border.

The only American Diabetes Association (ADA) recognized Diabetes Self-Management Program (DSMP) in St. Lawrence county.



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# CHMC DSMP Territory

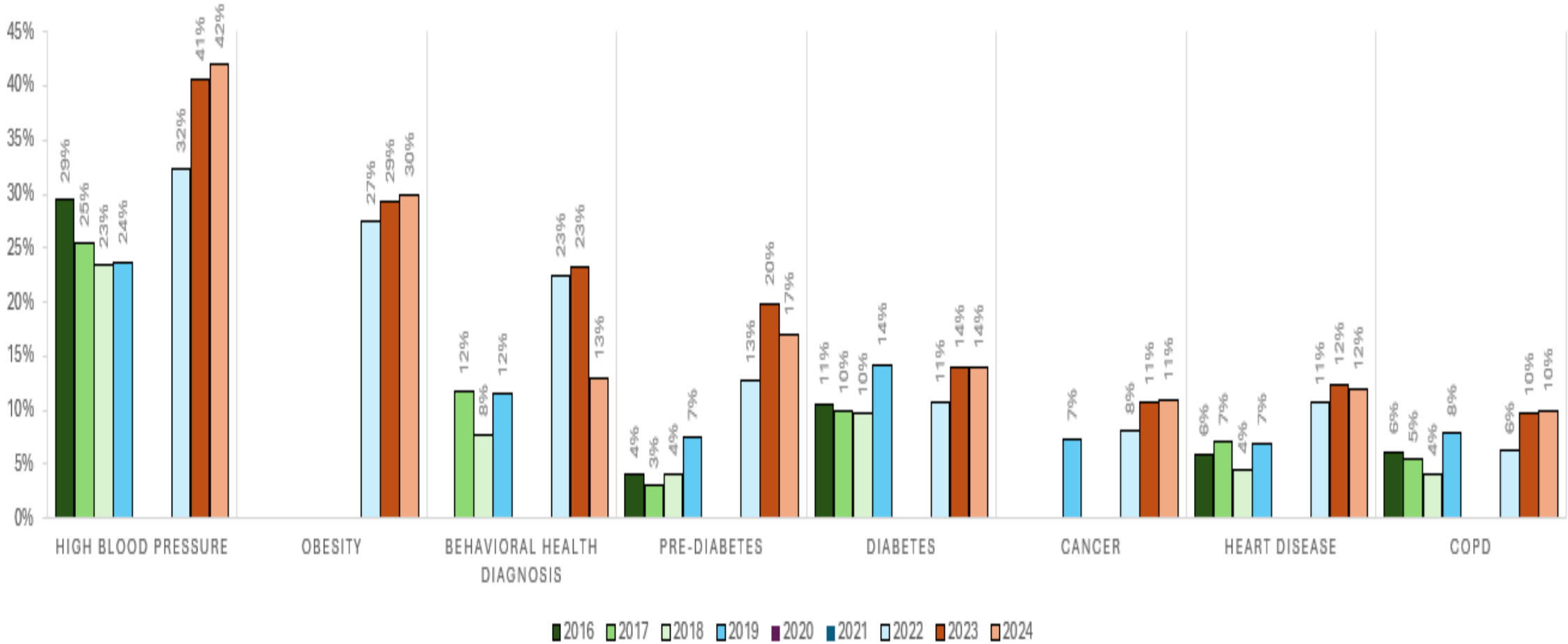
St. Lawrence county is the largest county in NYS with one of the lowest population densities.

Sparse healthcare resources

Among the highest poverty rate in the state



# ST. LAWRENCE COUNTY DIAGNOSED CHRONIC HEALTH CONDITIONS



# We Offer Programming That is Unique

- Individual sessions for:
  - Diabetes
  - Prediabetes
  - Weight loss
  - Nutrition
- Diabetes:101 group diabetes self-management classes
- Thrive! NDPP Lifestyle modification program (NDPP)
- Chronic disease self-management program (CDSMP)
- Chronic pain self-management program (CPSMP)
- Monthly Healthy Lifestyle Support Group
- Partner with agencies like Cornell Cooperative Extension to provide Farm to Community Program and Food Rx
- Created \$25 Feeds Five Cooking Classes (YouTube)

# CHMC's Diabetes Education Telehealth Conference Room

In 2018-19 as awareness of our programs and their success really started to grow, we started to receive more and referrals into the program as well as self-referrals from interested community members.

Travel was quickly identified as a significant barrier for participants. Financial burden of travel, time spent traveling, and weather being the most common issues.

We felt the impetus to seek alternatives to delivery of our programs to reach our community

In 2018 we sought funding to help us create a more effective environment for hybrid learning.

2019 we were awarded grant funding through the Lion's Club International Foundation and our CHCM Foundation



# Benefits of Telehealth

Participants from all areas of our county, other county, as far as Florida were connected

Participants were able to fit classes into their busy schedules

Able to connect with participants/patients in their own environment

Cut unsafe travel during our long winter months

Quickly able to pivot in response to pandemic restrictions.



# Trends with Telehealth

- Patient volumes increased by 58%
- During pandemic we were able to maintain connection with 41% of our patients through telehealth/distance learning modalities
- Rebounded quickly out of the pandemic, increasing volumes by 91% with heavy reliance on telehealth
- Over 120 individuals connected through email listserv
- Increased rates of completion across all group classes
- Increase in numbers of participants in group classes
- DSME patients lowered A1c's by 1.5 absolute percentage points
- Individuals with A1c's > 9%, dropped 3.8 absolute percentage points
- Individuals self-management goals over 90% success rate
- We are seeing more and more participants from far reaches of our county and beyond.

# Participant Success Story

CB- 72 yof, retired educator, joined “Thrive” in May 2023. She has completed three consecutive 16 week sessions and has stayed connect through other programming. She winters in the south and was concerned about losing support/connection and falling off track with her goals.

She stayed connected via telehealth during winter months and has been extremely successful in achieving her health goals.

Since her start with Thrive and other programs she has lost 72 pounds, resulting in a BMI change from 40 down to 26.9.





# Thank you so much for listening. Questions or Comments?

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