



Culturally Sensitive Diabetes Education



RUTGERS

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Zuffall Health Center

Federally Qualified Health Center (FQHC) with 8 offices across 6 New Jersey counties

Mission Statement

“To provide access to quality, affordable and culturally competent healthcare to people and communities who experience barriers to care”

What is an FQHC?

- Must serve an underserved area or population
- Offer a sliding fee scale
- Provide comprehensive services
- Ongoing quality assurance program
- Governing board of directors composed primarily of patients of the health center



Services Provided

Zuffall’s core clinical services include pediatrics, adult medicine, women’s health, dental health, behavioral health, HIV care, optometry, podiatry, and neurology. Zuffall also offers various community programs to its patients and other special populations.

Patient Demographics

In 2018, Zuffall served over 39,000 patients. Of these:

- 91% were at or below 200% of the Federal Poverty Line
- 49% were uninsured
- 65% were Hispanic/Latinx
- 56% were best served in a language other than English



Goals

- To call at least 75% of eligible patients with diabetes
- To present material at a comfortable literacy level for all
- To provide reasonable recommendations that patients can incorporate in their daily lives
- To demonstrate types of meals that are nutritious, affordable, and tasteful
- To have culturally relevant information for patients

Target Population

- African American and Hispanic/Latinx populations have a higher risk of developing Type 2 Diabetes Mellitus than non-Hispanic whites.
- Diabetes medications, particularly insulins, can be very costly, especially for those without insurance. Language and cultural barriers can hinder access to education, particularly on nutrition, for patients with diabetics.
- Even with adequate access to nutrition education, cost is a barrier for many to obtaining fresh, healthy foods.
- We focused on Zuffall’s African American and Hispanic/Latinx patients with diabetes for our educational intervention.



Our Intervention

Diabetes Group Visits

- Many patients at Zuffall have uncontrolled diabetes
- Uncontrolled diabetes usually stems from poor understanding of how to manage this disease
- Research has shown that multi-faceted approaches to diabetes management is effective in improving health statuses
- Zuffall provided us with a location and enough resources to hold 4 classes; 2 in Spanish and 2 in English

Week 1

- Understanding diabetes
- Nutrition
- Medication adherence

Week 2

- Importance of physical activity
- Possible complications of disease
- Mental health



Resources Used

- SNAP food educator
- Zuffall licensed clinical social worker
- Zuffall internal medicine physician
- Education materials used in prior years
- Diagrams of dinner plates and proper proportions of food groups
- Handouts regarding:
 - Carbohydrates
 - Fiber
 - Healthy recipes
 - Relaxation techniques
 - Medication adherence
 - Physical activity



Recruitment and Incentives

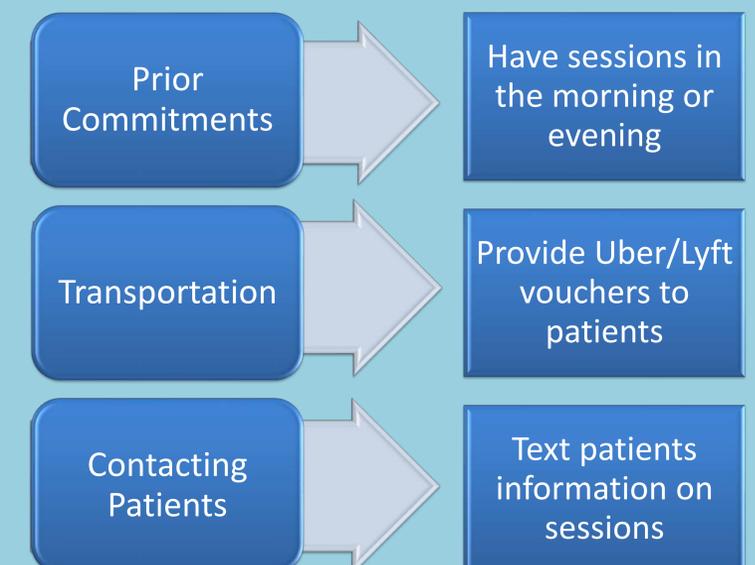
Recruitment

On Mondays and Tuesdays, we called patients, prioritizing patients with higher A1c values (>7%), so as to provide maximum benefit of the intervention. On Thursdays, we gave patients a reminder call.

Incentives

We provided \$15 ShopRite gift cards to patients who attended one session, and \$20 ShopRite gift cards to patients who attended both sessions. Patients were provided food at each visit. During the second visit, patients received a free check-up by a provider.

Challenges and Future Directions



Acknowledgements

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