Delivering the Introduction Session for Diabetes HealthSense

Training for Diabetes Educators

NDEP National Diabetes Education Program
A program of the National Institutes of Health and the Centers for Disease Control and Prevention

National Institutes of Health

Centers for Disease Control and Prevention

Introduction Session Goals

- Provide a clear, straight-forward, easy-to-follow introduction to Diabetes HealthSense for people with diabetes and those at risk.
- Help your audience understand the information and resources available through the website and how to navigate it.
- Demonstrate how to use different components of the website.
- Support participants as they independently explore the website.
- Encourage participation from all audience members.

Introduction Session Components

- Introduction and Diabetes HealthSense Demonstration (Slides 1-6)
- Practice of how to use Diabetes HealthSense including NDEP examples and a participant volunteer example (Slides 7-12)
- Stretch break (Slide 13)
- Demonstration of specific resources and time for independent exploration (Slides 14-17)
- Recommended Next Steps (Slide 18)

Introduction Session Guidelines

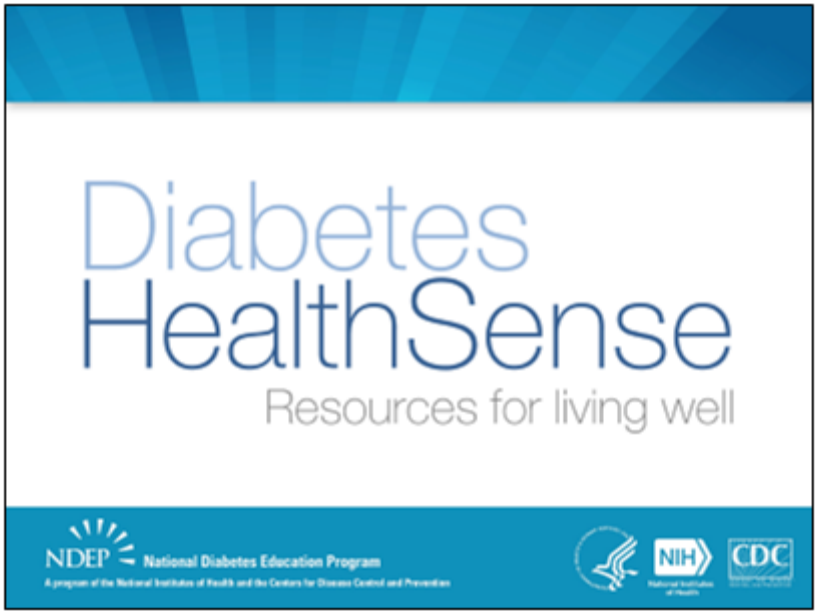
- Allot 90 minutes for a group session
- Ensure your session is relevant for both people at risk and people with diabetes
- Supplies
  - Printed copies of Make a Plan (http://ndep.nih.gov/resources/diabetes-healthsense/make-a-plan.aspx)
  - Pens or pencils
  - Timer or watch to keep track of session timing

Slides	Section	Recommended Time
1-6	Introduction and Diabetes HealthSense Demonstration	13 minutes
7-12	Practice of how to use Diabetes HealthSense including NDEP examples and a participant volunteer example	30 minutes
13	Stretch break	2 minutes
14-17	Specific resources/independent exploration	30 minutes
18	Recommended next steps	15 minutes

Room Set-Up

- Room set-up
  - Projector and projector screen
- Your computer set-up
  - Introduction Session PPT
  - Browser opened to the Diabetes HealthSense home page
- Participant computers set-up
  - Browser opened to the Diabetes HealthSense home page (http://ndep.nih.gov/resources/diabetes-healthsense/)
  - Desktop icon with pre-loaded link to Diabetes HealthSense home page

The Introduction Session



- Welcome everyone, my name is _____. [INTRODUCE YOURSELF AND TALK A LITTLE ABOUT YOUR BACKGROUND IN DIABETES EDUCATION]. Thank you for attending. Today we will be walking you through Diabetes HealthSense, a website from the National Diabetes Education Program which offers resources to help you make changes to live well and cope with stress including the demands of diabetes.

- The National Diabetes Education Program, or NDEP, is a federally-funded program working to improve the treatment and outcomes for people with diabetes, promote early diagnosis, and prevent or delay the onset of type 2 diabetes.

- You probably already know how important it is to do things like eating well, being physically active, and managing stress, and we understand that it can be hard to do these things all the time. In this session, we are going to introduce you to tools that will help make this easier for you.

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About Prediabetes and Diabetes

- What are prediabetes and diabetes?
  - Prediabetes: higher blood sugar than normal, but not high enough to be called diabetes
  - Diabetes: high blood sugar due to insulin problems
- Lifestyle changes – like physical activity and eating habits – can help prevent or manage diabetes

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- Whether you have diabetes, prediabetes, or are at risk, there are similar steps you can take to prevent or control the disease and lower the risk of complications.
- Before people develop type 2 diabetes, they usually have a condition called prediabetes. Prediabetes is marked by higher than normal blood sugar, but not high enough to be called diabetes.
- Diabetes is a disease marked by high levels of blood sugar caused by problems with insulin production, action, or both.
- No matter what your diabetes status, lifestyle changes can help prevent or manage diabetes and may include increasing physical activity and adjusting eating habits.
- Changing behavior is not easy, but there are resources that can help. Both people with diabetes and those at risk for diabetes or with prediabetes can benefit from lifestyle changes and the tools we are going to show you today.

Background info for educator:

- Insulin is a hormone made in the pancreas, an organ located behind the stomach. Insulin plays a major role in metabolism—the way the body uses digested food for energy.
- 29.1 people in the U.S. have diabetes – more than nine percent of the population.
- About 86 million American adults have prediabetes.

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Today's Agenda

- Getting to know you
- Diabetes HealthSense demonstration
- Diabetes HealthSense practice
- Goal setting

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- In the next hour, we plan to show you how to use Diabetes HealthSense and give you time to practice finding resources on the site.
- Before we leave, we'll discuss your goals and next steps.
- Please feel free to ask questions throughout today's session.
- First, though, we'd like to hear from you. Let's go around the room and have each person say your name and why you decided to come to this program.

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Introduction to Diabetes HealthSense

- Online library
- More than 150 resources from over 80 organizations
- Supports people with diabetes and people at risk to live well and cope with diabetes
- Physical Activity: Practical Tips and Action Steps Video

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- Let us give you some more information about the Diabetes HealthSense website. We refer to it as an online library. It provides you with access to more than 150 resources from more than 80 organizations that support people with diabetes and people at risk for diabetes. These resources can help you live well and cope with the demands of diabetes.

- Let's watch this video about Physical Activity to give you an example of one type of resource you'll find in Diabetes HealthSense.

Background info for educator:

- The NDEP maintains a task group of experts who understand what it takes for people to successfully change their behaviors, because changing behaviors is not easy for most people. This group reviews each resource in Diabetes HealthSense to ensure all of the site's contents will be useful to people hoping to change behaviors, for example to eat well or be more active.

- To get to Diabetes HealthSense on your own, go to http://ndep.nih.gov/resources/diabetes-healthsense.

- Or, you can find Diabetes HealthSense from the home page of the National Diabetes Education Program, which is www.yourdiabetesinfo.org, by clicking on the web button for Diabetes HealthSense at the bottom of the page.

- Here you see the home page for Diabetes HealthSense. Follow along with me on your own computers over the next couple slides and examples with the browser that is already open to Diabetes HealthSense. [CLICK ON LINK TO NAVIGATE ON LIVE SITE] Also, I'm here to do whatever I can to make sure you're comfortable and able to participate fully in this session. For example, if you'd like, you can increase the text size on the website to help you navigate, and we can help you do this.

- From here you can visit any part of Diabetes HealthSense. To return to this page, you can always click on HealthSense Home, which is circled in red on this slide.

- You'll see a series of options on the left-hand side of the page. These options allow you to find the information to meet your needs. Once you select one or more of those options, a list of resources will appear that matches the criteria you've selected. We'll show you this in a minute.

- Also on this page, you'll find videos of real people with diabetes talking about how they are working to manage the disease, the struggles they have faced, and how they have overcome them, as well as NDEP partner experts discussing topics important to diabetes management and prevention, like setting goals that are right for you and finding ways to fit physical activity into your daily life. [DEMONSTRATE ON LIVE SITE HOW TO NAVIGATE THE POSTED VIDEOS BY CLICKING THROUGH 1 THROUGH 5 IN THE VIDEO BOX] To see additional videos, click on the link directly under the video section.

- Below the video player is a list of selected resources for patients that address coping with stress and emotions, healthy eating, being active, and managing your weight. If you need help getting started or are feeling overwhelmed, take a look at these resources to help you get going.

- Now let's take a look at what happens once you make some selections on the left.

- Does anyone have any questions so far? Please feel free to ask questions as we move along. This presentation is designed to be interactive.

- The first option on the left-side of Diabetes HealthSense is "Help Me." Let's visit this page together. [DEMONSTRATE ON LIVE SITE] Please follow along on your own computers as I demonstrate on the screen.

- Here, you can find tools that correspond with "Eat Healthy" under the "Help me" section – when you click on "Eat healthy." [CLICK EAT HEALTHY ON LIVE SITE] You also see featured resources and related publications. If you scroll down, you see a number of resources to help you Eat Healthy.

- You can look at resources from this list or further narrow your search. Let's see what happens when we click on each of the following [CLICK EACH ON LIVE SITE]:
  - "Person with diabetes"
  - "Adult"
  - "Printable documents"

- Now we see a much shorter list of resources, that are specific to our needs. We are narrowing the search with each additional selection.

- With each resource, you'll see the name of the resource, a short description, and the organization who offers the resource.

- To eliminate any of these filters and see more choices, click the 'x' by that search category. [DEMONSTRATE BY CLICKING "x" FOR ADULT and PERSON WITH DIABETES] By removing the "Adult" and "Person with Diabetes" criteria, we are left with fewer, more targeted resources that are tracking tools related to eating healthy.

- Clicking "HealthSense Home" on the far left above Help Me will bring you back to the Diabetes HealthSense homepage where you can begin a new search. [CLICK HEALTHSENSE HOME]

- This time, let's look for resources to "Cope with stress and emotions" for a "Person at risk for diabetes" who is an "Adult" and wants a "Printable document". [MAKE THESE SELECTIONS ON LIVE SITE] This results in 2 resources: "Better Choices, Better Health" and "Bring Your Life Into Balance Toolkit."

- To change the results for someone with diabetes (as opposed to someone at risk for diabetes), in the "I Am A" section, click the "x" next to "Person at risk for diabetes" and then select "Person with diabetes" to see a new set of choices. [DEMOSTRATE ON LIVE SITE] This results in the same two resources, plus two more: "AADE Self-Care Behaviors Handout" and "7 Habits of Highly Effective People with Diabetes."

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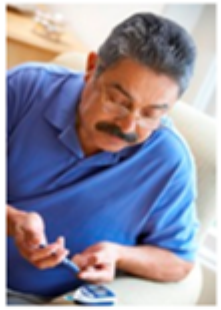
Xavier

- Age 68
- Has diabetes and knows he should be more active
- Has a hard time "sticking with it"
- Really doesn't like to exercise



http://ndep.nih.gov/resources/diabetes-healthsense/

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- Let's practice finding resources in Diabetes HealthSense. Here we have Xavier. Xavier wants to lose weight, but has a hard time sticking with a weight loss plan and he doesn't like to exercise.
- [ASK FOR VOLUNTEERS]: Who would like to work with me to walk us through how Xavier should begin a search for resources in Diabetes HealthSense?
- [GO TO THE LIVE SITE]
- Xavier can narrow his search to find a resource to fit his needs by making the following selections:
  - Under "Help Me" select "Be Active"
  - Under "I Am A" select "Person with diabetes"
  - Under "Age" select "Older adult (65+)"
- Several resources are available for Xavier to choose from.
- One of the resources that Xavier will find is Exercise & Physical Activity: Your Everyday Guide.
- This guide is a resource from the National Institute on Aging (NIA) designed to help older adults fit exercise and physical activity into their daily lives.
- When we click on this resource [DEMONSTRATE], a new browser window will open to the resource's website.
- The guide is meant to help Xavier—and others—take charge of an important part of his health by first learning about the benefits of exercise and physical activity, and then finding out how to get started, reduce risks, and reward progress. Throughout the guide, there are also personal stories to inspire readers to be more active every day.

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Rachel

- Had diabetes when pregnant, so now at risk for diabetes
- Overweight
- Dealing with a busy and stressful schedule
- Knows stress will affect her health but isn't sure what to do

http://ndep.nih.gov/resources/diabetes-healthsense/

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- Let's practice again. Here we see Rachel. Rachel is overweight and is at risk for diabetes because she had gestational diabetes, or diabetes when she was pregnant.
- Balancing work and family makes her constantly feel stressed.
- She wants to manage her stress but isn't sure what she can do.
- [ASK FOR VOLUNTEERS]: Who can tell us how Rachel should begin a search for resources in Diabetes HealthSense?
- [GO TO THE LIVE SITE]
- She can narrow her search to find a resource to fit her needs by making the following selections:
  - Under "Help Me" select "Cope with stress and emotions"
  - Under "I Am A" select "Person at risk for diabetes"
  - Under "Age" select "Adult"
- From the list of resources Rachel finds, she selects *Bring Your Life Into Balance Toolkit* offered by HelpGuide.
- The *Bring Your Life Into Balance Toolkit* includes articles, videos, and other materials to help users attain greater emotional health and balance in life.

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The Winters Family

- Mother recently diagnosed with prediabetes
- Concerned about her own and her children's future health

http://ndep.nih.gov/resources/diabetes-healthsense/

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- Let's practice one more time. Here we see the Winters Family. Mrs. Winters was recently diagnosed with prediabetes.
- She is concerned about her own and her children's future health.
- [ASK FOR VOLUNTEERS]: Which of you would like to demonstrate how Mrs. Winters should begin a search for resources in Diabetes HealthSense?
- [GO TO THE LIVE SITE]
- She can narrow her search to find a resource to fit her family's needs by making the following selections:
  - Under "Help Me" select "Eat Healthy"
  - Under "I Am A" select "Person with prediabetes"
  - Under "Age" select "Adult"
- From the list of resources Mrs. Winters finds, she selects Eat More, Weigh Less from the CDC, or Centers for Disease Control and Prevention.
- Eat More, Weigh Less helps adults weigh less without eating less by decreasing fat intake and increasing fiber-rich foods like fruits and vegetables. This resource also includes a chart to help Mrs. Winters make smart food choices as part of a healthy eating plan.

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Time to Practice

- Any volunteers?

http://ndep.nih.gov/resources/diabetes-healthsense/

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- This time, let's practice with one of you. Before we begin, let's go around and each share one thing you would like to work on to improve your health.
- Thanks for sharing. Now, would anyone like to volunteer to find a resource to help you meet that goal with the group's help?
- Okay, Mr./Ms. X wants to find a resource. Let's work together to help him/her. How should we begin his/her search? [WALK THROUGH SELECTIONS ON PROJECTOR, AND ENCOURAGE PARTICIPANTS TO FOLLOW ALONG ON THEIR COMPUTERS.]

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Stretch break!

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Let's take a 2-minute stretch break! Feel free to walk around the room or use the restroom, but hurry back so we can jump into some examples of how real people with diabetes or at risk for diabetes use Diabetes HealthSense.

- Another important Diabetes HealthSense feature is called "Make a Plan." Here you see "Make a Plan" circled in red.

- Diabetes HealthSense's Make a Plan tool can help you think about what is important to your health and how to make a plan to take small, but important steps to help you reach your goal.

- [NAVIGATE TO THE SITE]

- There are two parts to Make a Plan, and Just One Step comes first. This tool will help you break down your goals into smaller, achievable lifestyle changes. We'll do this step together now and then you'll have time to work on your plan to reach that goal in a minute.

- Now, on your own computer, take 1-2 to minutes to use this tool to enter your goal for the year, what you want your first step to be, and what small change you can make this month. [ALLOW 1-2 MINUTES FOR PEOPLE TO FILL OUT THE FORM.]

- After you've filled out the drop-down boxes, when you click "Take this step," the tool will remind you what you set as your first step and then point you to the next tab, which is "Make a Plan."

- [NAVIGATE TO THE SITE]
- Step 2 under the Make a Plan tab looks like this.
- Having a plan helps you find the resources that are best for you in Diabetes HealthSense.
- Users can fill out the Make a Plan form online and print out a completed plan or save or print a blank plan that they can fill out later. You can print your plan and discuss how it's working each time you visit your health care team. The Make a Plan tool is available in both English and Spanish. You'll have a chance to do this on your own in a minute, but first lets walk through the process.
- Let's look at what the Make a Plan form contains. There are 4 parts to Make a Plan:
    1. Think about what is important to your health.
    2. Decide what your goals are. Choose one goal to work on first.
    3. Decide what steps will help you reach your goal. This is where the small step you chose on the Just One Step tool becomes part of your plan. Some example small steps you can take are:
        - Walking 10 or 15 minutes a day, a couple times a day.
        - Replacing sugary drinks with water for some or all meals.
        - Making half your plate fruits and vegetables for some or all meals.
    4. Pick one step to try this week.
- Number 4 will refer you back to the most appropriate Diabetes HealthSense resources to help you meet your goals. For example, if you click on "Eat Healthy" it will take you to the appropriate corresponding resources in Diabetes HealthSense.

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Make a Plan: Your Turn!

- Complete your Make a Plan form (on paper)
- Find 1-3 resources in Diabetes HealthSense to help you meet your goals

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- You've probably been thinking about what changes you might make and what types of resources might help you.
- [PASS OUT HARDCOPY MAKE A PLAN HANDOUT] Right now we are going to give you a paper copy of Make a Plan. Complete this form as best as you can. It will help you identify what changes you can make to improve your health.
- Then you'll have time to search for resources in Diabetes HealthSense.
- Try to find 1-3 specific resources that would be useful to you and your goals.
- We will be walking around to check on your progress and to see what you're finding, and we can also help if you are having trouble. Please let us know if you have any questions. We are here to help you explore the website.
- We'll spend about [insert] minutes on this and then come back together to talk about how it went.
- Remember you can narrow your search and view fewer resources by selecting categories that apply to you in the left column.
- Expand your search and view more resources by selecting fewer categories in the left column.

- How did it go? [Allow time for questions about using the site. If no questions, discuss some potential challenges that may come up during individual exploration.]

- We hope that today's session helped you:
    - Recognize that changing behaviors is not easy for most people, BUT
    - A good plan can make it easier to succeed, and Diabetes HealthSense has resources to help.

Let's also have each person share one thing you learned today that you didn't know before you came.

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Looking Ahead

- Revisit Make a Plan
- Set weekly goals
- Search for resources in Diabetes HealthSense to get you going
- Talk to friends and family about your plans

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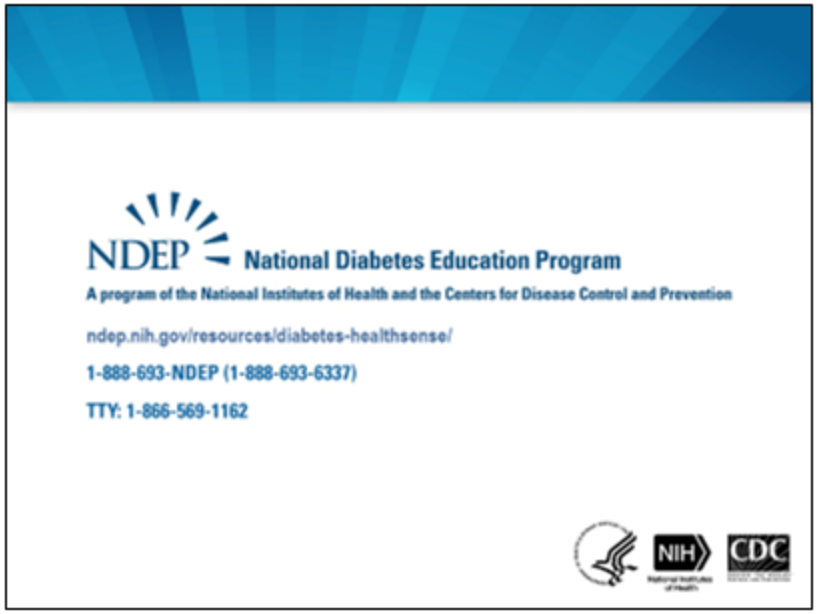
- As we prepare to wrap-up, consider your next steps. We suggest you:
  - Spend some more time today or tomorrow to revisit Make a Plan and clearly set your goals.
  - Break down your larger goals into steps that you can accomplish each week for the next month.
  - This week, identify at least one resource from Diabetes HealthSense that can help you meet your goals.
  - If you find the resource doesn't meet your needs, revisit Diabetes HealthSense to look for something new.
  - Talk to friends and family, or other people in your support system, about your plans so they can help and encourage you. This can include diabetes educators, health care providers, counselors, other people with diabetes or at risk, or someone else you feel comfortable talking to and who can help you make and sustain healthy lifestyle changes.



- We thank you for participating in this session.
- After you leave here, continue to use the website as much as you want and take time to explore it.
- Keep in mind that lifestyle changes are often difficult and take time. Good luck in your exploration of Diabetes HealthSense and using the resources to prevent or manage diabetes!

Prepare for Introduction Session

- Practice!
  - Live audience
  - Demonstrations
  - Get a feel for flow and timing
- Familiarize yourself with the Diabetes HealthSense website and resources

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ndep.nih.gov/resources/diabetes-healthsense/

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