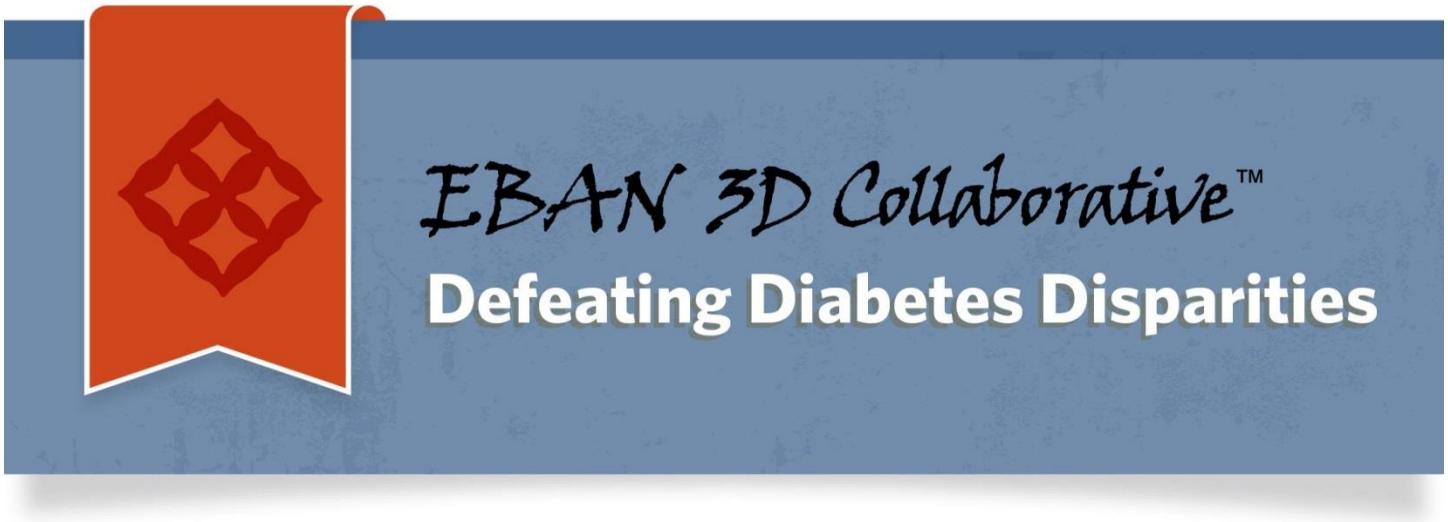


Center for International Health

June 4th, 2014

Team Members

Name	Title	Organization
Mohamud Aden	Interpreter	HealthPartners
Uon Chhim	LPN	HealthPartners
Dahir Guled	Community Partner	
Frewoini Haile	Community Partner	Flamingo Restaurant
Shegitu Kebede	Community Partner	Flamingo Restaurant
Jodi Lavin-Tompkins	Certified Diabetes Educator	HealthPartners
Ann Moyer	Pharmacist	HealthPartners
Fowsia Musse	RN	HealthPartners
Tracey Newell	Dietitian	HealthPartners
Allison Johnson	Quality Improvement	HealthPartners
Mike Westerhaus	Clinic Chief	HealthPartners
Larisa Turin	Clinic Manager	HealthPartners
Sharon Brown-Rowe	Business Systems Supervisor	HealthPartners

Specific Aim

To improve the percentage of our diabetic patients from East Africa achieving optimal cholesterol control (LDL<100) from 62.5% to 70% through intensified, culturally-appropriate partnership with patients

PDSA Cycle 1

Develop a conference call regarding cholesterol control and diabetes for our patients (1 month)

PDSA Cycle 2

Develop, test, and utilize a recorded message regarding cholesterol control and diabetes in partnership with a Somali storyteller in order to engage patients through a different media form (3 months)

□ Patient declined to listen to the telephone message
Reson stated _____

□ Patient declined to take survey
Reson stated _____

Diabetes Phone Message Patient Survey

Did you find this recorded information useful? Yes No

Did you find this recorded information easy to understand? Yes No

Are you planning to make any changes to your diet based on the recorded message? Yes No

Are you planning to exercise more after listening to the recorded message? Yes No

What did you like about the recorded message?_____
_____

What did you not like about the recorded message?_____
_____

Are you interested in hearing other message recordings similar to this one?
Yes No

If yes, what topics would you like to hear more about? (check all areas of interest):
□ Diet

□ Exercise

□ Medication for diabetes

□ What is diabetes?

□ Other_____

PDSA Cycle 3

Develop and implement and a healthy cooking course for our Somali patients in collaboration with our community partners

Timtimo

serves 4–6

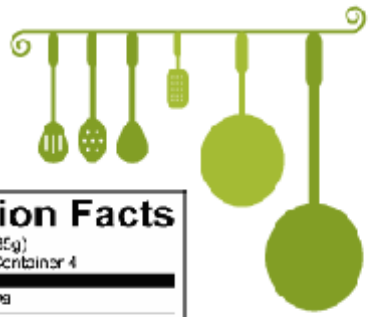
1 cup	red lentils
2 T	vegetable oil
1	medium onion, chopped fine
1 tsp	garlic paste
1 tsp	fresh ginger paste
1 T	berbere spice
4 cups	water

Instructions

Sort through the dry lentils; remove any debris. Rinse and scrub them thoroughly in water until the water runs clear. Drain and set aside.

Heat oil in stock pot and sauté onions until onions are lightly brown. Add garlic and ginger paste. Stir in berbere, 4 cups of water, and the washed lentils. Cook covered over medium-low heat for 30–40 minutes until lentils are soft. Add small amounts of water as needed during cooking to prevent ingredients from sticking.

Recipe provided by Flamingo Ethiopian Restaurant in St. Paul, analyzed by HealthPartners Nutrition Services for EBAN



Nutrition Facts

Serving Size (85g)
Servings Per Container 4

Amount Per Serving

Calories 250	Calories from Fat 70
	% Daily Value*
Total Fat 8g	14%
Saturated Fat 0.5g	3%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 80mg	3%
Total Carbohydrate 31g	10%
Dietary Fiber 7g	28%
Sugars 2g	
Protein 13g	

Vitamin A 0% • Vitamin C 4%
Calcium 2% • Iron 15%

*Percent Daily Values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs.

	Calories:	2,000	2,500
Total Fat	Less than	65g	80g
Saturated Fat	Less than	20g	25g
Cholesterol	Less than	300mg	300mg
Sodium	Less than	2,400mg	2,400mg
Total Carbohydrate		300g	375g
Dietary Fiber		25g	30g

Calories per gram:
Fat 9 • Carbohydrate 4 • Protein 4

HealthPartners® NUTRITION SERVICES

Maraqa Timtimo

4 ilaa 6 qof

1 koob	digir cagaaran
2 qaaddo	saliid khudaar ah
1	basal xoogaa weyn oo si fiican u jarjaran
1 qaaddo yar	toon aad tuntay
1 qaaddo yar	sanjabiil daray ah oo aad tuntay
1 qaaddo	basbaas guduud budo ah
4 koob	biyo

Sida aad u karineyso

Nadiifi digirta cagaaran; ka saar qasharka. Si fiican u meyr una biya-raaci ilaa ay biyaha aad miireyso kuwa cad noqdaan. Miir oo meel dhigo.

Digsi dhego leh ku qalee saliid iyo basal. Ku dar toonta iyo sanjabiisha aad tuntay. Ku walaaq basbaas guduudan oo budo ah, 4 koob oo biyo ah, iyo digirtii aad meyrtay. Iyagoo daboolan ku kari dab meel dhexaad ah qiyaastii 30 ilaa 40 daqiiqo intii ay digirtu jileec noqoneyso. Ku dar xoogaa biyo ah kolkaad u baahato inta ay kuu kareyso si aysan cuntadu digsiga ugu dhegin.

Raashin-kariskan waxaa laga keenay makhaayadda Flamingo Ethiopian Restaurant ee magaalada St. Paul, waxaa soo baaray waaxda nafaqada (HealthPartners Nutrition Services) oo codsi ka heshay barnaamij la yiraahdo EBAN oo ka shaqeeya caafimaadka

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Calories per gram:
Fat 9 • Carbohydrate 4 • Protein 4

HealthPartners® NUTRITION SERVICES

Results – PDSA #1

Measure 1 - # of people participating in conference call

- None – logistics too difficult
- Need to try something different….

Results – PDSA #2

Measure 1 - # of people listening and completing message

- Graphs of calls by language

Measure 2 – Patient survey regarding message utility

- Somali recording (n = 10):10/10 found message useful and easy to understand. 10/10 reported plans to eat healthier and increase exercise
- Oromo and Amharic recording (n = 5): 5/5 found message useful and easy to understand. 5/5 reported plans to eat healthier and increase exercise

Measure 3 – LDL pre- and post-message

- Somali recording
  - Average LDL (n = 17 patients)
    - Pre-message – 104.53
    - Post-message 101.82
  - Average A1c (n = 17 patients)
    - Pre – 7.78
    - Post – 7.70

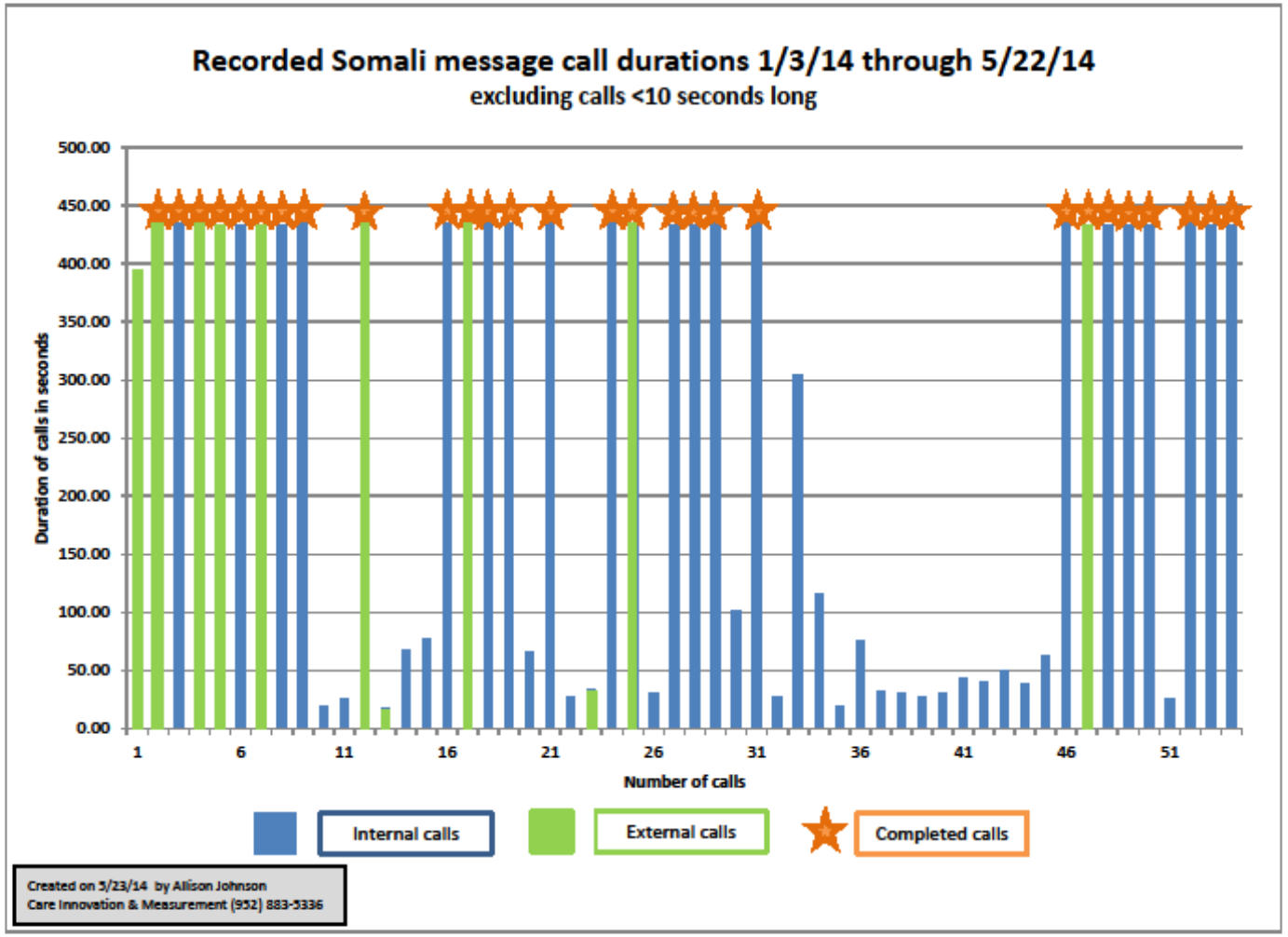
Results – PDSA #3

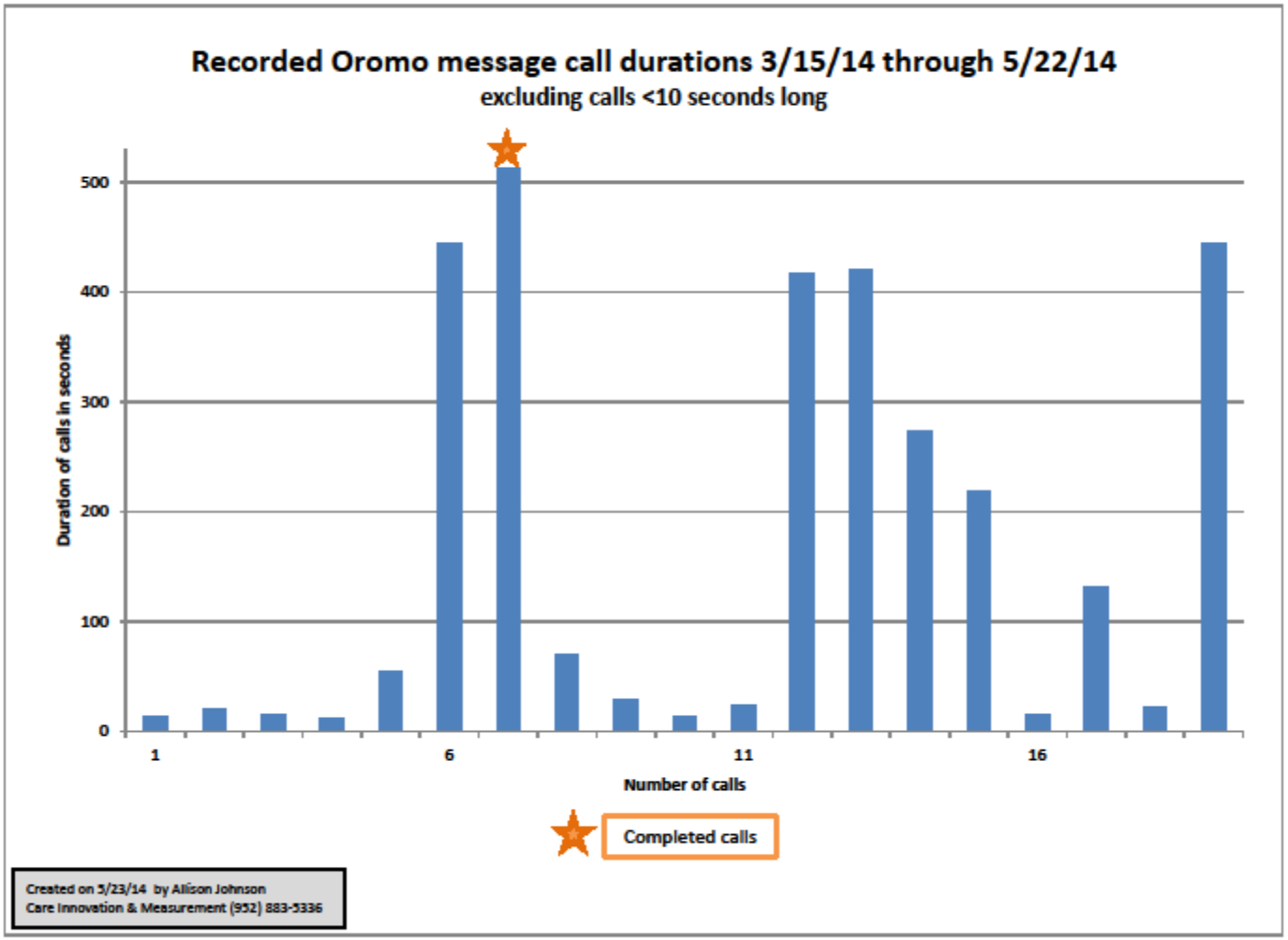
Measure 1 - # of patients attending event

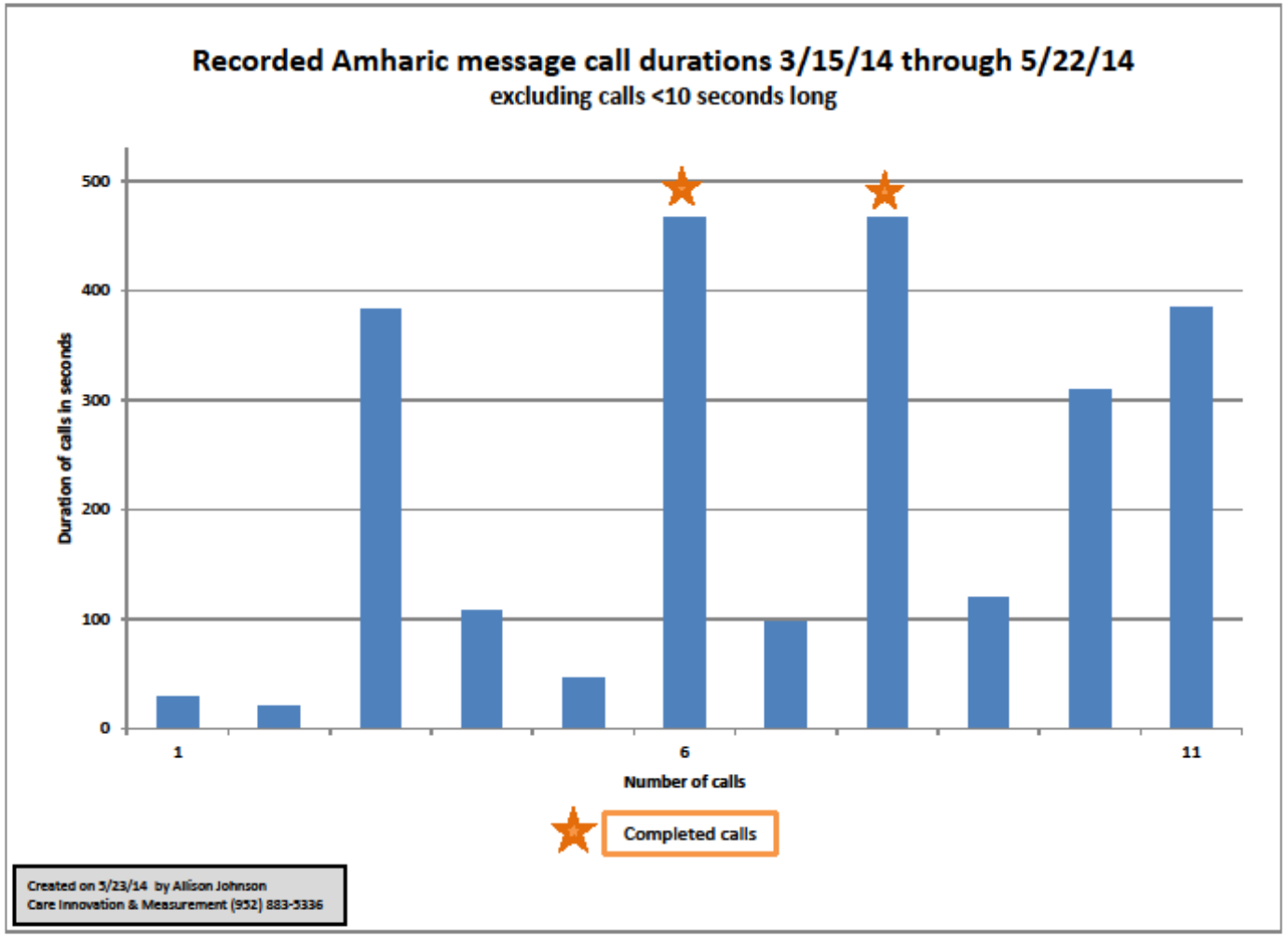
- 16 patient attended event (plus family)

Measure 2 – LDL pre- and post-event

- Too early to assess


Recorded Somali message call durations 1/3/14 through 5/22/14
excluding calls <10 seconds long
Duration of calls in seconds
500.00
450.00
400.00
350.00
300.00
250.00
200.00
150.00
100.00
50.00
0.00
1
6
11
16
21
26
31
36
41
46
51
Number of calls
Internal calls
External calls
Completed calls
Created on 5/23/14 by Allison Johnson
Care Innovation & Measurement (952) 883-5336


Recorded Oromo message call durations 3/15/14 through 5/22/14
excluding calls <10 seconds long
Duration of calls in seconds
500
400
300
200
100
0
1
6
11
16
Number of calls
Completed calls
Created on 5/23/14 by Allison Johnson
Care Innovation & Measurement (952) 883-5336


Recorded Amharic message call durations 3/15/14 through 5/22/14
excluding calls <10 seconds long
Duration of calls in seconds
500
400
300
200
100
0
1
6
11
Number of calls
Completed calls
Created on 5/23/14 by Allison Johnson
Care Innovation & Measurement (952) 883-5336

Lessons Learned

- Utilizing multiple forms of communicating health messages is critically important for effective patient and community engagement
- When presented with culturally appropriate health education opportunities, patients engage, participate, and learn
- Community partnerships build trust and thereby drive innovative collaboration with the communities we serve
- Meaningful change and intentional improvement take time

How did you integrate your community partners into your improvement work?

- Critical knowledge regarding cultural approaches to food
- Design of interventions
- Connections to community resources
- Cooking class hosts

Recommendations for Sustainability

- Publicize health education recorded messages across HP primary care clinics
- Share lessons learned with clinic leaders at CDC and clinic chief meetings
- Make resources available on EBAN/3D website
- Connect with important media sources of health information in the East African community (radio, phone conference calls, TV)