Hello, Montana DEEP facilitators! I hope your 2018 is off to a great start! We have DEEP classes in progress, and many well on their way, helping folks with diabetes and prediabetes reach their New Year’s resolutions. As you prepare for a new year of classes, we want to highlight the crosswalk that outlines the old and new Diabetes Empowerment Education Program (DEEP)™ curriculums. Please review the document. If you have questions, email me at spaugh@mpqhf.org. You can also continue using Teresa Hicks’ guideline, which helps sort out the most important parts of the classes.

Diet is always a topic participants want to know more about, so we are including a timely article about mindful eating, written by Teresa Hicks, registered dietician and certified diabetes educator. Teresa has been busy this month! She has also written an article to help you better understand the important role you have as a DEEP facilitator. Please read this great information on page 3.

Also in this newsletter, we highlight Callie Puls, a facilitator in Dillon, who has done an outstanding job making DEEP accessible to the community.

I hope you enjoy January’s newsletter. And I look forward to working with you for another year!

Stephanie Paugh, PharmD
Q: What is your background before becoming a DEEP™ facilitator?
A: I have been a registered nurse for 12 years. Initially, I worked in the hospital setting, mostly in orthopedics and intensive care. When I moved to Dillon, I started working in a primary care clinic and found that I loved the setting. I became very interested in health promotion and chronic illness care, so I decided to continue my education and become a nurse practitioner.

Q: What do you like most about becoming a DEEP facilitator?
A: I've had a great time facilitating the DEEP classes, both sharing my knowledge and learning from the participants. Facilitating the DEEP classes gives me the time required to deliver the basic diabetes education that health care providers often cannot deliver during routine appointments. Hopefully the participants are then able to use the knowledge they gain from the DEEP classes to get more out of their individual appointments with their providers or professional diabetes educators. I have also enjoyed listening to the participants and learning strategies that have been successful for them in managing their diabetes. They have shared so many great ideas I’m excited to pass on in the future.

Q: What tips have you discovered about teaching DEEP that you would like to share with other facilitators?
A: The DEEP curriculum and trainers from Mountain-Pacific Quality Health have provided wonderful guidance on class content and demonstrations. For example, participants have been particularly enthusiastic about the tomato paste blood sugar demonstration. I have tried to encourage an environment that is light and inviting, so everyone feels comfortable participating. Although it can be difficult for me to not try to solve problems for others, I’ve found it’s important to stand back and allow the participants to work together on a concern. I’ve often been impressed with the support and solutions the participants offer each other.

Q: How would you describe the most effective method to advertise your DEEP classes?
A: I tried several methods to promote the DEEP classes. I put up flyers at grocery stores, churches, pharmacies, the YMCA, the post office, the Elks club, the senior center and thrift stores. I also put notices in the local newspaper. Additionally, I was able to personally speak to some patients in the clinic, and I also asked local health care providers to refer their patients. I had the most success with advertising in the newspaper and speaking to patients in the clinic. Holding the classes at two different times was helpful. In general, retired participants seemed to prefer the afternoon class, while the evening class worked better for those who were working.

Q: What have you heard from your participants about the DEEP class?
A: Participants have been very pleased with the class. Many have said they did not feel they have enough time with their providers to have all their questions and concerns addressed. They feel the DEEP classes gave them the opportunity to learn about diabetes and diabetes management in a setting where they had plenty of time to ask questions. Because several of the participants felt the group support was very helpful, they actually requested to continue meeting once a month. They felt the ongoing support would be helpful to maintain their motivation for lifestyle changes and to overcome any obstacles that come up in the future.

CALLIE PULS
DILLON

Winter Skin and Diabetes:
When cold temperatures hit, dry skin usually follows. People with diabetes need to be especially careful to avoid cracking, bleeding and other complications. Here are tips to help:

• Winter Skin Guide
• Four Ways Winter Affects Your Diabetes (slide show)
• Ease Winter Problems When You Have Diabetes
• Cold Weather and Your Blood Sugar

Help to Prepare Healthy Meals:
Search this USDA website for informational fact sheets about certain foods with nutrition facts and two recipes that use the product. Anyone who uses this site will need to install Adobe Reader on his/her computer to view the fact sheets.
Have you heard the term “scope of work?” Any job’s scope of work is the activities, duties and responsibilities of that particular job. Some jobs have more flexible scopes of work. Some are larger than others. In high school, I worked in a hardware store, where I was also asked to cut fabric when the fabric person went to lunch and to feed the fish and hamsters when the pet department person was out of town. That job had a pretty large scope of work. However, in some jobs—like those in health care—the scope of work becomes very important. To ensure high quality care and also to keep people safe, it is very important to do only those parts of the job you are highly qualified to do. It also keeps you and your organization safe from litigation.

What is the scope of work for a DEEP peer facilitator? Peer facilitators, like many community health jobs, are part of an emerging field. People everywhere are excited about the health behavior changes peer facilitators are supporting in their community in addition to the important role peer facilitators provide in connecting community members to their local clinical services. The following is a list of items within the scope of work of a DEEP peer facilitator:

- Leads activities that facilitate learning new skills
- Facilitates participants finding resources in their community – A successful facilitator knows the professional diabetes educator in his/her community and encourages participants to share their questions, concerns and ideas with the diabetes educator and their provider
- Introduces participants to a network of people facing similar situations and issues in a safe environment
- Supports participants to solve their own problems – It is easy to want to “fix” problems for people, but research tells us when people are encouraged to discover solutions to problems themselves, they are more likely to be successful in the problem solving

Wow! That is a BIG job! Thank you for working so hard to support your community!

Is there anything NOT on this list? Well, yes, there is one big thing: It is important to never answer personal medical questions. Even a provider will typically not answer a medical question in a group setting. This is because a person may have other medical issues, allergies, life situations, learning impairments, etc., that cannot be properly assessed in a group setting. Personal medical questions require a one-on-one clinic visit with a highly qualified medical professional who has access to the participant’s medical records. This rule ensures the two most important goals of health care: quality care and patient safety.

The following are a few examples of questions that should not be answered in a DEEP class:

Do I have diabetes? My blood test came back a little high, but I don’t think it was too high.

Do not answer this question. You do not have access to any of your participants’ medical records, so it is not “in your scope” to assess or help with a diagnosis. Instead, direct this person to a professional diabetes educator or to his/her provider. He/she may have been told he/she has diabetes and is hoping for a different answer. But what may seem helpful can end up harming a person.

Continue reading on next page.
FACILITATOR EDUCATION: RESOLVE TO EAT MORE MINDFULLY IN 2018

by Teresa Hicks, RD, CDE

Statistics show that 95 percent of people who diet to lose weight fail to keep the weight off over time. So if dieting does not work, what is a person to do?

Instead of making a new year’s resolution to go on a diet in 2018, resolve to eat more mindfully instead. This article explains what it means to be a mindful eater, with tips that not only help you better enjoy your meals, but may also help you get a few pounds lighter.

YOUR SCOPE (cont.)

Should I be taking a different type of medication?
There are many reasons people are on a certain medication: price, allergies, side effects, other health conditions, etc. This is a great question for a participant to ask his/her provider. It would be appropriate—and completely within your scope—to facilitate a group discussion about how best to bring up medication concerns and questions to a provider.

Should I avoid carbohydrates for a month to lose weight?
Do not answer this question. A person may take a medication that, paired with this type of diet, could give him/her dangerously low blood sugar. What may seem like a simple question may end in a dangerous situation. Suggest he/she talk to a local dietitian or diabetes educator for individualized meal planning.

When you stay within your scope of work, you maximize your impact in your community. There are many who do clinical work, but few provide the important community diabetes education link you provide as a DEEP peer facilitator.

Do you have questions about your scope of work? Give Teresa Hicks, RD, CDE, a shout:

Teresa Hicks
Mountain-Pacific Quality Health
thicks@mpghf.org

UPCOMING DEEP CLASSES IN MONTANA

- Stevensville: Jan. 10 – Feb. 14
  The Living Center
  Kayla Paddock: (406) 363-5690
- Hamilton: Jan. 11 – Feb. 15
  St. Francis Church
  Kayla Paddock: (406) 363-5690
- Great Falls: Jan. 17 – Feb. 21
  Park Manor
  Katrin Finch: (406) 454-6980
- Helena: Jan. 22 – Feb. 26
  Helena Senior Center
  Melonie Van Dyke: (406) 457-5819
- Broadus: Jan. 23 – Feb. 27
  Powder River County Election Rm
  MSU Extension: (406) 436-2424
- Kalispell: Feb. 5 – Mar. 12
  Buffalo Hill Terrace – Immanuel Lutheran Communities
  Jerry & JoLynne Yenne: (406) 256-2828
- Bozeman: Feb. 6 – Mar. 13
  Montana Healthcare Foundation
  Julie Belschwender
- Laurel: Feb. 6 – Mar. 13
  Our Savior’s Lutheran Church
  Jackie Rumph: (406) 256-2828
- Fort Benton: Feb. 9 – Mar. 16
  Chouteau County Courthouse
  Janell Barber: (406) 622-3751
- Butte: Feb. 13 – Mar. 20
  Belmont Senior Center
  Kellie Kahtani: (406) 723-0217