

Clínica Msr. Oscar A. Romero

Su Salud en Sus Manos: Your Health in Your Hands

Clínica Msr. Oscar A. Romero's (CMOAR) model of care for diabetes was enhanced through a program expansion over three years, from 2005 through 2007, with funding from the California HealthCare Foundation for incorporating a Spanish-language workshop, *Tomando Control de Su Salud*, which teaches chronic disease self-management skills. This workshop was developed by Kate Lorig, RN, DrPH, and Halsted Holman, MD, of the Stanford University Patient Education Research Center.

Su Salud en Sus Manos: Your Health in Your Hands implies taking personal responsibility for one's own health. It is a team-based, patient-centered approach to care. Patients themselves are in the leading role with guidance and assistance from a multidisciplinary provider group. The providers, medical assistants, case managers and health educators receive initial and ongoing training in self-management philosophy and techniques as well as patients.

A diabetes patient is enrolled in *Su Salud en Sus Manos: Your Health in Your Hands* during an initial visit with a primary care provider, who is prompted by a "progress note" in the chart to initiate a discussion and establish individual self-management goals. During the course of the initial visit, the patient is screened for depression using the PHQ-9 questionnaire and referred to mental health services as appropriate. Patients are enrolled into a Patient Electronic Care System (PECS) diabetes registry.

After each visit with the primary care provider, the patient is immediately seen for one-on-one behavioral counseling with a community health educator to review self-management goals and to develop or update an individualized action plan. Patients enroll in group health education classes taught by a nutritionist, which focuses on nutrition and the signs and symptoms, complications and treatment of diabetes. *Su Salud en Sus Manos: Your Health in Your Hands* staff strongly encourages diabetes patients to participate in the self-management skills development workshop based on *Tomando Control de Su Salud*, which is led by peer health educators for two-and-a-half hour per week for six weeks.

A pharmacy clerk helps patients apply for free medications through several patient assistance programs, and dental services are provided in an on-site facility. A case manager follows up with patients who miss appointments and assists in accessing specialty care through the Los Angeles County Department of Health Services, or, for the few patients with Medi-Cal, through their independent provider association.

This partnership in care is an ongoing process by staff and patient to support self-management, medication adherence and ultimately a healthy life. At each point in the process, a patient is monitored and supported, attracted back to adherence if needs be, and provided access to services that will address any other healthcare need.