

Nationwide Children's Hospital (NCH) Diabetes Patient and Family Focus Group Program: A new initiative to incorporate the voice of the consumer!

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Objectives

Diabetes mellitus (DM) is a challenging chronic medical condition which requires active participation of patients and families in self-care. Family involvement is key to optimal DM care and to address social determinants of health. The aim of this project to initiate family-centered groups for DM patients and families, focused on sharing perspectives to improve diabetes management.



Diabetes (DM) Patient/Family Focus Groups (FFG) PDSA 2018 - 2023

Results

Session participation has demonstrated encouragement in a desire of patients/ families to increase their technology usage, improve emotional support, develop coping mechanisms, decrease difficulty with social determinants of health, and improved health literacy. Additionally, this has allowed the DM team to identify areas for practice change to best meet needs of patients and families. Some of the feedback testimonials include: "I do not feel alone", "Great to feel our feedback matters", "We are all on different paths but still some similarity".



Endocrinology 8th Patient & Parent Diabetes Focus Group



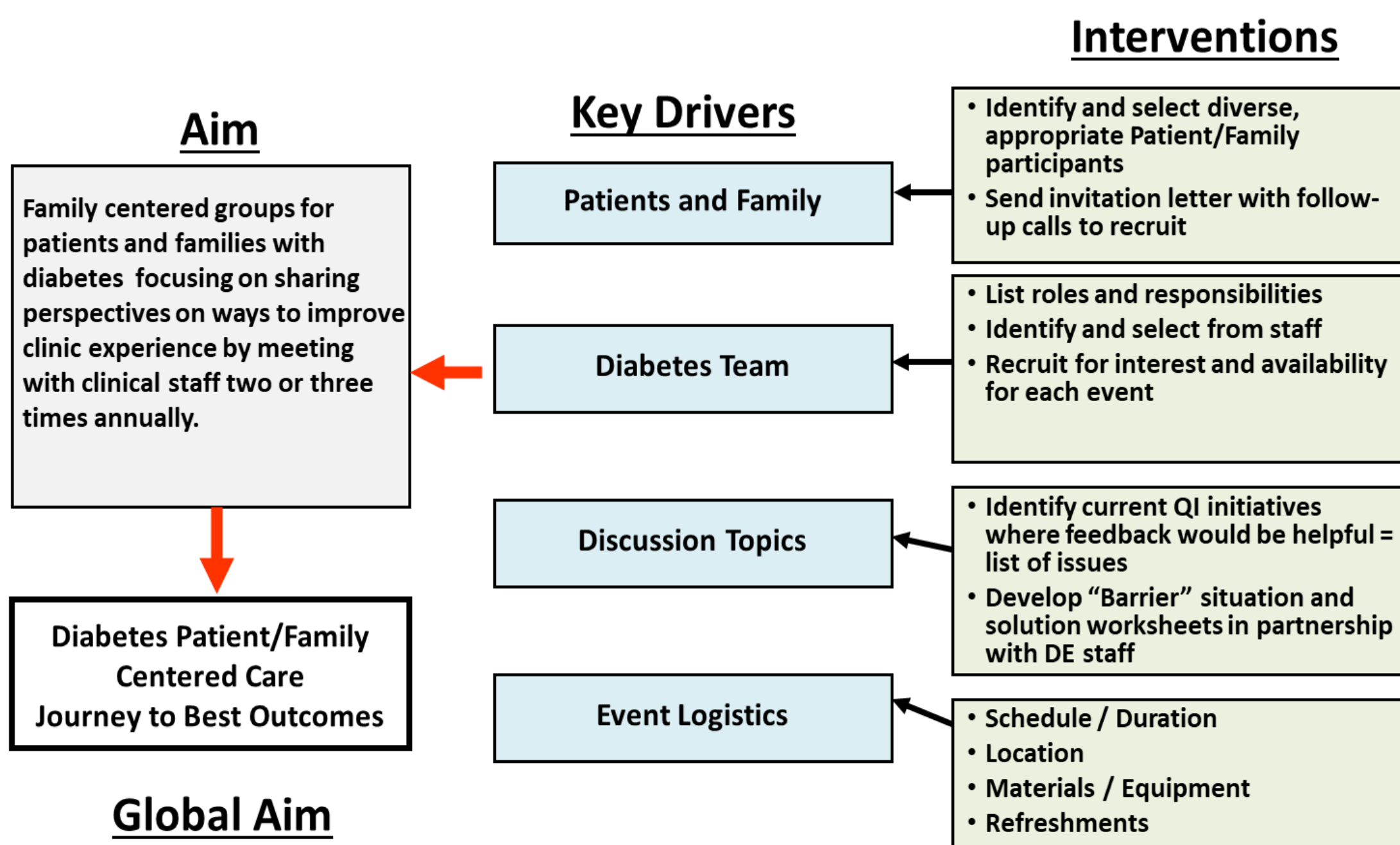
Topics:

- Panel discussion with patients, families, and providers
- ER and Urgent Care visits: staying home is just a phone call away?
- Pharmacy: Prior Authorizations (PA's)
- MyChart: How to get the most out of it
- Roleplay with Diabetes Nurse Educator (DNEs) and Nurse Practitioner
- Trial Net: Find out about Diabetes Clinical Trials

When: Thursday, March 30th, 2023 from 4:45 p.m. to 7:30 p.m.
Registration will begin at 4:45 p.m.
Pizza, salad, and refreshments provided!!

Where: In-person event only.
S. 18th Street, Columbus
Park in the Orange Garage
Hold on to your parking sticker for validation

Room location:
Education Building, Lower Level and in room ED 025A/ED 025B



Methods

Diabetes team members meet with patients/families 2-3 times annually in evenings, with dinner provided. Agenda items are preplanned and presenters pre-selected. The topics that have been discussed to date include, diabetes daily management, sick day management, DM technologies, school diabetes resources, medical handicap/insurance, and strategies and resources for coping with DM. Our groups encompass diversity in age, gender, ethnicity, race, socio-economic backgrounds, allowing for families to correlate their experiences with different families with diverse backgrounds and needs.

Conclusion

The sentiments expressed during these sessions showcase what a difference inclusion of families in these sessions can make in their lives. This concept of inclusion of patients and families in care of patients, decision making, may also be beneficial in other chronic medical conditions as well. We plan to continue and to augment these sessions ongoing.

