

Effective Delivery of the National DPP using Conference Calling

Linda M. Delahanty, MS, RDN
Director of Nutrition and Behavioral Research
Director, Path to Lifestyle Change Program
Massachusetts General Hospital Diabetes Center

Associate Professor of Medicine
Harvard School of Medicine

National DPP Pioneer

-- A Brief History --

Linda Delahanty, MS, RDN, LD is Chief Dietitian and Director of Nutrition and Behavioral Research at Massachusetts General Hospital's Diabetes Center and an Associate Professor of Medicine at Harvard Medical School. She was chair of the Dietitians Committee for the landmark Diabetes Control and Complications Trial and was one of the architects of the lifestyle interventions for the Diabetes Control and Complications Trial, the Diabetes Prevention Program, Look AHEAD and the TODAY study. She cochaired the DPP Outcomes Study Lifestyle Advisory Group and has adapted the DPP lifestyle intervention for research in primary care of diabetes and metabolic syndrome, provided consultation for on-line and mobile phone delivery, and trained health professionals in effective delivery of in-person group, individual phone and group phone formats nationally and internationally. She has also conducted outcomes research on the cost effectiveness of medical nutrition therapy, predictors of weight outcomes in the DPP and the translation of lifestyle interventions into primary care. She is a nationally recognized authority on nutrition and lifestyle interventions for the treatment of diabetes and obesity, and author of the book *Beating Diabetes*. Currently, she is the Director of the Path to Lifestyle Change Program at Mass General Brigham and has organized effective delivery of the DPP using telephone conference call groups.



Participants experience certain advantages of using conference calls

- SIMPLE SET-UP
- ANONYMOUS/PRIVACY
- LESS UNCONSCIOUS BIAS
- EVERYONE HAS A PHONE
- CONVENIENCE
- LOW COST

Participants perceive some disadvantages of using conference calls



MIGHT BE DISTRACTED
OR LESS ENGAGED



WON'T FEEL AS
ACCOUNTABLE



CAN'T SEE OTHER
PARTICIPANTS



CONCERNS THAT PEOPLE
WILL TALK OVER EACH
OTHER

Coaches need to make some adjustments for conference call delivery



CAN'T OBSERVE BODY LANGUAGE



LISTEN CAREFULLY TO TONE OF VOICE



LEARN TO BE COMFORTABLE WITH SILENCE



EASY REFERENCE TO SESSION NOTES



REAL TIME FEEDBACK VIA TEXTING FROM SUPERVISOR

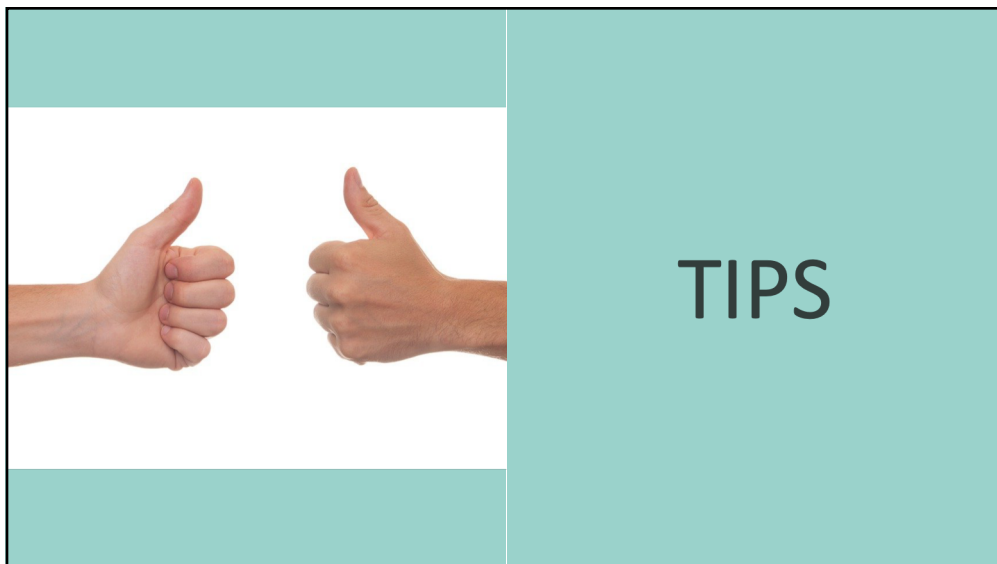
Coaches and participants communicate using phone, mail, email and a texting portal




- WELCOME MESSAGE
- REMINDER MESSAGES TO CONFIRM GROUP MEETING TIME
- GROUP MESSAGING TO REINFORCE KEY POINTS AND PROVIDE ENCOURAGEMENT

Individual messaging:

- SEND PICTURES OF WEIGHT ON SCALE
- SEND SCREEN SHOT OR SELF-REPORT OF ACTIVITY MINUTES
- SEND FOOD AND ACTIVITY RECORDS OR MYFITNESS PAL REPORTS
- RECEIVE FEEDBACK ON WEIGHT, EATING HABITS AND ACTIVITY
- ASK QUESTIONS AND RECEIVE ANSWERS BETWEEN MEETINGS
- COMMUNICATE INABILITY TO ATTEND MEETING

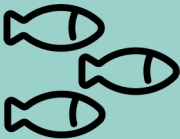




Tip #1

The organization of the call logistics is critically important

SEND Send call in instructions (toll-free number and passcode)	REVIEW Review *6 to mute and #6 to unmute	CALL Call in 5 minutes before start time
STATE State name before you speak	REVIEW Review ground rules for group process	EMPHASIZE Emphasize one person at a time to speak



Tip #2

Develop group cohesion on the first call

HAVE PARTICIPANTS COMPLETE “REMEMBER YOUR PURPOSE” WORKSHEET AND SEND IN ADVANCE

- ~Why I joined the DPP program.
- ~What I hope to achieve by taking part in the DPP program.
- ~How healthy eating and being active will help me and/or others.

Tip #2

Develop group cohesion on the first call

- 1 ASK PARTICIPANTS TO INTRODUCE SELF AND SHARE REASON(S) FOR JOINING THE PROGRAM
- 2 SUMMARIZE COMMON GOALS
- 3 HAVE A LIST OF EACH PERSON'S NAME AND RECORD HIS/HER COMMENTS
- 4 CHECK THAT EVERYONE HAS HAD A CHANCE TO SPEAK

Tip #3

Ask open-ended questions to make sure that participants do at least 50% of the talking:

CHECK IN

- DOES YOUR WEIGHT CHANGE MAKE SENSE?
- WHAT HAVE YOU LEARNED WORKS FOR YOU TO...?
- ANY NEW INSIGHTS SINCE LAST SESSION?
- ANY CHALLENGES YOU HAVE ENCOUNTERED?



TIP #3

Ask open-ended questions to make sure that participants do at least 50% of the talking:
SESSION CONTENT



**WHAT RESONATES
WITH YOU?**



**ANY STRATEGIES
HERE THAT YOU
ARE ALREADY
USING?**



**ARE THERE ANY
NEW IDEAS THAT
YOU THINK YOU
MIGHT TRY?**



**ANY THOUGHTS
ON HOW YOU WILL
APPLY THIS
INFORMATION
GOING FORWARD?**

Tip #3

Ask open-ended questions to make sure that participants do at least 50% of the talking

- 1 TAKE NOTES ON IMPORTANT PARTICIPANT COMMENTS TO REFER BACK TO.
- 2 MAKE SURE EVERYONE PARTICIPATES/SHARES AN IDEA, INSIGHT OR CHALLENGE.
- 3 ALLOW PARTICIPANTS TO SAY "PASS" WHEN ROLL CALLING OR ASKING EVERYONE TO SHARE SOMETHING.
- 4 FACILITATE PARTICIPANTS RESPONDING TO EACH OTHER, NOT JUST TO THE COACH (WHEN MARY SHARES A CHALLENGE, ASK, "DOES ANYONE HAVE ANY THOUGHTS OR SUGGESTIONS TO HELP MARY WITH...")

Tip #4 Use motivational interviewing strategies

ELICIT-PROVIDE-ELICIT STRATEGIES

ELICIT: WHAT ARE YOUR THOUGHTS ABOUT ACHIEVING THE ACTIVITY GOAL OF 150 MINUTES PER WEEK?

PROVIDE: IN THE ORIGINAL DPP PROGRAM, THOSE WHO DID NOT ACHIEVE THE 7% WEIGHT LOSS GOAL, BUT ACHIEVED THE GOAL OF 150 MINUTES OF ACTIVITY PER WEEK, ACHIEVED A 44% RISK REDUCTION IN DEVELOPMENT OF DIABETES.

ELICIT: WHAT ARE YOUR THOUGHTS ABOUT THAT?



Tip #4 Use motivational interviewing strategies

ELICIT-PROVIDE-ELICIT STRATEGIES

ELICIT: I'D LIKE TO HEAR HOW OFTEN YOU ARE EACH SELF-MONITORING YOUR WEIGHT.

PROVIDE: HAS ANYONE HEARD ABOUT THE WEIGH STUDY? IN THIS STUDY, PARTICIPANTS WERE GIVEN ELECTRONIC SCALES AND ASKED TO WEIGH THEMSELVES DAILY. THEIR WEIGHTS WERE TRANSFERRED TO A RESEARCH DATABASE AND ANALYZED AFTER 6 MONTHS. THE RESULTS WERE SIGNIFICANT – PEOPLE WHO WEIGHED DAILY LOST 6.1 KG (~13 POUNDS) MORE THAN THOSE WHO WEIGHED 5 TIMES PER WEEK OR LESS.

ELICIT: WHAT DO YOU THINK ABOUT THAT?

PROVIDE: THE RESEARCHERS ALSO FOUND THAT DAILY WEIGHING TRIGGERED SELF-REGULATORY PROCESSES THAT PROMOTE BEHAVIOR CHANGE. SO, THIS IS A GREAT HABIT TO GET INTO AT THIS STAGE OF THE PROGRAM IF YOU CAN.

ELICIT: BEFORE WE CLOSE OUR CALL, I'D LIKE EACH OF YOU TO SHARE YOUR PLAN FOR FREQUENCY OF SELF-MONITORING YOUR WEIGHT?

Tip #5

Capitalize on interim communication to reinforce key points

GROUP TEXT MESSAGES OR GROUP EMAILS (BLIND CC)

Examples:

I hope the last 2 weeks have gone well for you, setting up your environment so that it supports healthy eating and activity. When we meet tomorrow (Thursday 4/16/17 at 6:30-7:30 PM), I am looking forward to hearing about your how your plans for getting rid of a negative cue and adding a positive cue (page XX) have worked.

Since we are approaching another holiday weekend, I wanted to reach out and remind you to refer back to Session XX, starting on page XX, and re-activate your skill power to manage the upcoming holiday weekend. Remember if you make a choice to enjoy a food you want, acknowledge it's your choice (you are in control), really ENJOY your choice (savor the flavor of every bite), and BALANCE at the next meal or the next day. Enjoy!

Tip #5 Capitalize on interim communication to reinforce key points

Group messaging: EXAMPLE

I JUST WANTED TO THANK EVERYONE WHO ATTENDED THE MEETING THIS EVENING FOR THEIR PARTICIPATION. YOUR COMMENTS, IDEAS, WHAT IS WORKING AND WHAT IS NOT WORKING ARE SO VALUABLE TO EVERYONE IN THE GROUP TO HEAR. THAT IS HOW WE LEARN FROM EACH OTHER AND SUPPORT EACH OTHER. YOUR COMMITMENT TO THIS PROGRAM IS PRAISE-WORTHY! IT IS REALLY IMPRESSIVE THAT YOU ARE TAKING 1 HOUR OUT OF YOUR VERY BUSY WEEK EVERY WEEK FOR YOURSELF /YOUR SELF-CARE. I'D LIKE TO CLARIFY A POINT I WAS TRYING TO MAKE ABOUT BREAKING THE LINKS IN THE ACTION CHAIN, THAT I DIDN'T SAY VERY WELL DURING THE MEETING. I SAID, "THE SOONER YOU BREAK A LINK, THE BETTER." WHAT THAT MEANS IS, "IF YOU CAN BREAK THE FIRST/EARLIEST LINK IN THE CHAIN, IT MAY CREATE A DOMINO EFFECT IN THE PATTERN, BREAKING/REMOVING ALL THE LINKS THAT CAME AFTER THE FIRST ONE." HERE'S TO A WEEK OF BREAKING LINKS! HAVE A GOOD EVENING!

Tip #5 Capitalize on interim communication to reinforce key points

Individual messaging provides feedback and encouragement:

EXAMPLE

**HOLDING STEADY AT 150 LBS! REMEMBER
WHEN YOU SAID AT YOUR ENROLLMENT
VISIT THAT YOU COULDN'T IMAGINE GETTING
TO 155LBS.? 150 LBS. IS DOWN 9.8% OF
YOUR BODY WEIGHT!!!**

**GOOD TO SEE YOUR WEIGHT HEADING BACK
DOWN. KUDOS FOR WEIGHING DAILY.
THANKS FOR YOUR COMMENTS/SHARING ON
THE CALL LAST NIGHT.**

Key Conclusions



Be mindful of the advantages
and perceived disadvantages
of using conference calls.



Adjust your group delivery
strategies accordingly.



Consider use of the 5 tips to support group facilitation:

1. Be detailed in organizing call logistics.
2. Develop group cohesion on the first call.
3. Ask open ended questions to maximize airtime of participants.
4. Use motivational interviewing strategies.
5. Send interim communication to reinforce key messages and provide encouragement.

