The Diaspora Approach

Increasing Patient Engagement in Black Patients with Diabetes

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Abstract:
The DIASPORA Approach (Dimensional, Individualize, Address Assumptions, Social Determinants of Health, Patient Preferences/Pain Points, Open-Ended Questions/Conversations, Rapport, Avoid Dismissal) is a practical clinical approach that highlights what the African Diaspora is and its significance in the care delivered to the black community. This approach presents actionable steps and techniques that lead to increased patient engagement in black patients with diabetes.
When treating the black community with diabetes, great strides have been made in delivering culturally competent care. However, a barrier that remains is how providers can proficiently engage and empower patients to assume an active role in their care.

Taking a person-centered approach has been documented to increase provider-patient engagement, increase patient satisfaction, and lead to improved patient health outcomes.
At the conclusion of this presentation, the participants will be able to: define effective patient engagement as it relates to the patient and the provider; summarize the historical implications of the African Diaspora & demonstrate understanding of implementation of the DIASPORA Approach in a clinical setting.

Course Objectives & Outline

- Highlight the importance of effective patient engagement
  - Discuss the importance of effective patient activation in your practice
  - Explain the significance of appropriate engagement in priority groups such as African Americans
- Discuss the African Diaspora and its significance in the care delivered to the black community
  - Summarize the historical implications of the African Diaspora & its significance in the care delivered to the black community
  - Highlight Cultural and community-specific factors that impact care in diabetes
- Explain The DIASPORA Approach and its simple implementation to increase provider-patient engagement
  - Explain the Approach (DIASPORA is an acronym and each letter is an actionable step in the approach- Dimensional, Individualize, Address Assumptions, Social Determinants of Health, Patient Preferences/Pain Points, Open-Ended Questions/Conversations, Rapport, Avoid Dismissal)
  - Practical Clinical Implementation of the Approach (Tools and practical techniques for implementation)

Biography:
Kimberly Ellis is a Family Nurse Practitioner and Diabetes Care & Education Specialist specializing in culturally competent care, preventative care, and chronic disease management in disadvantaged communities. Through her consulting firm, Ellis Diabetes Education & Consulting, LLC., she assists health organizations develop patient engagement resources to improve health outcomes in their unique demographic.
In addition to consulting, she serves as Lead Advanced Practice Clinician with United Health Group's Optum Clinical Services servicing the Medicare and Medicaid populations through preventative care and chronic disease management. Through this role, she has served on numerous committees & pilot research projects to evaluate best practices for the nurse practitioner role in wellness and community health.

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