

## AUTHORS

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## TITLE

Identifying Contributors to Indian Health Center Diabetes Program Success

## ABSTRACT

This work is a partnership between the Indian Health Center of Santa Clara Valley (IHC) and Stanford School of Medicine aimed to identify strengths and challenges of the Special Diabetes Program for Indians (SDPI) at IHC. Specifically, it is designed to answer the questions: What aspects of the programming are most beneficial for AIAN patients with diabetes? and how can the health center better meet the needs of the community and the goals set forth by the Indian Health Service (IHS).

SDPI is an IHS administered program to develop programs to prevent and treat diabetes in Indian Country. Diabetes care has shifted from a provider-directed patient management system to a team-based approach—where the patient, their provider, and other staff work together to develop the skills, knowledge, and resources necessary for patient success.

We used a mixed methods approach to understand the diabetes program. Through qualitative analysis of project narratives, staff and client interviews, as well as quantitative comparative analysis of the health center's performance on health measures, key contributors to success were identified and recommendations for program and administrative changes were generated.

Preliminary results: This work finds: 1) the greatest programming strengths are social and material support; 2) the biggest programming challenge is client engagement; 3) administrative strengths include teamwork and clear, flexible goals and evaluation; and 4) administrative challenges are competing priorities and a need for staff training and awareness.

Recommendations include community-informed strategies to improve engagement across generations and increase staff efficiency in communication and completing SDPI measures.

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## COMMUNITY PARTNER

Indian Health Center of Santa Clara Valley.

## CATEGORY

Improving Health Equity, Healthcare Access, Service, and Quality