

TELEHEALTH PROGRAM

EVALUATION REPORT ON TELEHEALTH SESSION

Diabetes Type Two: Adults March 27, 2007

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The third Telehealth Session of the winter season was *Diabetes Type Two: Adults*, with Carmela D'Avella, BSc. N. and Gilda Bastasi, PDt, Nutritionist, both Certified Diabetic Educators. This 2-hour session was held Tuesday, March 27, 2007, from the Montreal General Hospital. The session was hosted by COASTER's Association and was moderated by Kelly Howarth. The session followed an interactive format, with regular question periods throughout.

The following are highlights of results:

- Communities: 8 communities, including 10 sites: CAMI, COASTER's Association, MCDC, Neighbors, OHSSN, Townshippers' Association - Cowansville and Lennoxville--and Vision Gaspé Perce Now.
- Number of participants: 78 people (70 females, 8 males with an average age of 57 years)
- Number of professionals: 5 from healthcare
- Number of completed evaluations: 88%
- Positive comments: accuracy and helpfulness of the information presented, that all questions were answered, the information about nutrition, and particularly the explanation about measuring food portions.
- Level of satisfaction: People agreed (on a scale of 4/5) that the presentation was helpful, interesting, met their expectations and that the resources were useful.
- New Partnerships: CAMI provided greater outreach to seniors population, Neighbours' forged a new partnership with their CLSC dietician, MCDC forged new partnerships with Diabetes Amiante and CIRA (which provided English information)
- Future follow-up actions: CAMI plans to host a follow-up session with diabetic luncheon.

The focus of this session was on prevention and the presenter reiterated the importance of taking responsibility for controlling and testing one's blood sugar, giving practical strategies on portion control and exercise and explaining how these techniques work for the general population as well.

Some shared resources included: www.diabetes.ca, www.diabaters.com to find educational tools such as a portion control plate, the Canadian Diabetes Association and the American Association of Diabetes Education.

CAMI attended the session by speakerphone, which went very well.

When asked, “*What did you learn that is worth remembering for a lifetime?*” participants cited the following memorable quotes:

- “How to build a “plate”.”
- “Exercise value.”
- “Healthy eating and exercise can reduce or prevent diabetes.”
- “Portion sizes and meal content.”
- “Danger of overeating, sedentary lifestyle.”
- “Prevention is very important.”
- “You can’t cure diabetes but you can control it.”
- “What to do when sugar is low.”
- “What an individual can do to control diabetes.”
- “The long term effects of diabetes.”
- “Infections make the blood sugar go up.”
- “Food portions.”
- “The information on sugar.”
- “How to live with diabetes.”
- “Always use slippers at home.”
- “Good refresher for what I knew but had forgotten.”
- “That it is preventable, controllable.”
- “Take care of yourself.”

Constructive feedback centered on the technical glitches: the camera froze often and there was a delay of voice and image, which were distracting.

The question and answer format went smoothly, with each community asking questions such as:

- What is the importance of foot care in relation to diabetes?
- What are the complications of missing medications?
- How do you prevent or control neuropathy?
- What is the later risk of diabetes when there is diabetes during pregnancy?
- How do you treat high blood sugar?

Future topics requested by participants include: general diet, retinal screening, treatment for neuropathy, arthritis, osteoporosis, heart and stress, cholesterol, effects of medications, more on nutrition and diabetes.

Asked what more could be done in their communities around the issue of Type Two Diabetes, participants cited the following:

- Most doctors need to be more informed on this topic!
- More English information on diabetes
- More on nutrition (conferences)

The next Telehealth Session, *Bone Health (Osteoporosis and Arthritis)*, with Myra Siminovitch, Physiotherapist, is scheduled for April 17, 2007.