Some minority populations are experiencing disparity in diabetes glycemic control. Equity Care Guides (ECG) are paired with Certified Diabetes Educators (CDE) for Intensive Diabetes Management (IDM).

**WHAT IS AN EQUITY CARE GUIDE?**

A lay healthcare worker who is... paired with the CDE... easily accessible to patients and providers... culturally and linguistically congruent with the patient... and a bridge between clinical care and community-based resources/support

**EQUITY CARE GUIDE MODEL**

The goal of the equity care guide model is to reduce health disparities among African American (US born) and Hispanic/Latino patients with diabetes. Patients using Allina Health primary care receive culturally responsive support through the use of Care Guides paired with Certified Diabetes Educators.

**INPUTS/RESOURCES**
- Program Champion
- CDE Manager
- Work Group
- Funding for Care Guide
- PI consulting services
- Training materials

**ACTIVITIES**
- Program Setup
  - Identify stakeholders
  - Secure budget
  - Organize structure for care guides
- DM ED Program Development
  - Develop workflows and documentation standards with DM Educators
  - Introduce program through meetings with clinic staff
- Training
  - Develop curriculum
  - Train care guides and CDEs
  - Assess competency of care guides

**COORDINATED CARE**
- Identification of patient by care team
- Evaluation by CDE
- Introduction to care guide
  - Identify & address patient barriers
  - Support behavior change strategies
  - Empower patients to be active participants in their healthcare
  - Reinforce care goals
  - Provide education on navigating the system
  - Refer patients to community-based peer support & resources

**OUTCOMES – SHORT TERM**
- Reduce patient barriers to care
- Reduce use of unnecessary or avoidable services
- Increase engagement in community programs
- Improve general health maintenance
- Reduce no show rates
- Improve workflow within the care teams

**OUTCOMES – LONG TERM**
- Reduce health disparities
- Improve patient experience
- Improve patient outcomes
- Reduce TCOC

**WHAT IS THE WORKFLOW?**

Diabetes Patient is identified by Provider during chart prep.
Provider discusses co-management of medication with CDE. CDE determines whether there is need for an Equity Care Guide.
ECG meets Patient to identify needs/barriers to care.