Identifying Best Practices of a Successful Tomando Control de su Salud Program

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I. INTRODUCTION

The Hispanic community is the largest ethnic minority group in Salt Lake County. This community is affected by chronic diseases, including diabetes, arthritis, hypertension, and chronic pain, at higher rates than their non-Hispanic counterparts. The Tomando Control de su Salud (TCS) is a six-session evidence-based workshop designed for those living with chronic pain. Participants learn selfmanagement techniques and skills needed in the day-to-day management of their conditions. This study proposes to identify best practices and barriers faced by successful TCS workshops. The purpose of this study is to improve TCS at the Utah Department of Health and Human Services (DHHS) so they will be able to implement new techniques to workshops to engage more Hispanic participants. The study will assess what needs to be improved so the Hispanic community can have access to support resources.



Identified Barriers to Success





IV. DISCUSSION & CONCLUSION

The most common observed barriers to a successful TCS workshop include technological capacity, time commitment to the program, and immigration status confidentiality.

Technological barriers for older members of the Hispanic community cause hesitancy when utilizing a virtual course. The program in the state of Wisconsin performs signups in person rather than online reducing technological concerns and enabling rapport building within the organization. Participants reported that they prefer inperson, however, for some, virtual courses eliminates the transportation barrier. These findings help address the issues with virtual learning, and how some states have been able to overcome them.

Each organization has the ability to modify day and time of classes based on their community needs. Most offered the workshop after 4:30 pm when the target population is home from work. The TCS program in Wyoming has reported that participants who sign up with a family member or a friend has helped with recruitment and retention. Involving family members in their plan of care in a Hispanic self managing program has proven to be a great resource to encourage, support, and build confidence.

Fear of getting deported or turned away from resources makes it less likely for Hispanic community members to reach out for health resources. This adds to the overall poor health outcomes within the population. Successful programs have reported that leaders of the workshop are well respected which helps build trust and recognize that such information will not be shared or even asked in order to attend the TCS workshop.

The most common Identified best practices include incorporation of evening and virtual classes and creating incentives for participants.

Hispanics are commonly affected by social determinants of health such as education, social support systems, and income. By having a trusted leader in the community, assessing for time conflicts, using plain language, and addressing immigration status confidentiality, the TCS workshops could improve in the state of Utah. Incentives can motivate class participants by linking activities and goals. Building trust within one another creates a welcoming environment and leads to word of mouth referrals.

V. REFERENCES

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II. METHODS

The DHHS provided a list of contacts of coordinators who run the TCS workshops in states including New Mexico, California, Wisconsin, Nevada, Idaho, and Utah. Additionally, the snowball effect was used to gather additional participants. Using a semi-structured Zoom video conferencing for qualitative data collection, interviews Notes were documented as questions and responses were presented and compiled and uploaded to a Box drive. Interviews were coded to determine what themes constituted a successful program.

III. RESULTS

Out of the 7 referrals, 5 states responded. The barriers to a successful TCS workshops are time commitment, immigration status confidentiality, and virtual classes for those who are technologically challenged. The three top best practices of TCS programs were identified as availability of evening class times, confirmation of time commitment and incentives for participation.

"We are building relationships with the community and addressing immigration concerns." Edna, New Mexico

"Most referrals come from the community not from hospitals or providers." Patty, California

"Congratulate participants for trying." Martha, Wisconsin

"Making the first step is always the hardest, but after that it gets easier" Larry, Wyoming

were conducted utilizing a standard set of questions from February 1 to April 1, 2023.