

BREAKING SILOS:

Examining Case Studies to Explore Strengthening Clinician Connection to Community Resources

CASE STUDY # 1

- Your AD team is starting a new detailing topic on Type 2 diabetes. You've been tasked with compiling local resources to share with clinicians during your detailing visits.

DISCUSSION QUESTIONS

1. What types of resources do you want to include on your resource list?

- American Diabetes Association
- CDC – information for diabetes professional
- Financial support
- Nutrition
- Organizations that focus on food insecurity
 - e.g., food banks, YMCA free program, local diabetic educators, etc.
- Community group with shared experience
 - e.g., online platforms targeting support groups, etc.
- Handouts for digital resources
- Endocrinologists in the area
- Podcasts

2. Pick one of the above organizations and create an elevator pitch for when you introduce your program. (Think about what information you want to include in your pitch)

- Review the importance of the problem, focus, and value
- Introduce yourself, the organization and possibly funding
 - What you do
 - Knowledge translation/education with clinicians about ____ topic
 - Explain how their service will be of interest to providers you're speaking to
 - "Can we connect to make sure I can answer the common questions I get about resources to make sure I'm providing the information you wish providers knew about your resource?"

CASE STUDY # 2

- You're a clinician at a local clinic and want to help improve care for your patients with Type 2 diabetes.

- You're interested in connecting with community organizations to refer your patients to and decide the local food pantry will be a good place to start.

DISCUSSION QUESTIONS

1. How will you recruit others in your clinic to join you in building a relationship with the local food pantry?

- Have someone from the food pantry come and present what they do
 - E.g., holistic initiative, get amped up, etc.
- Compensate time for participation
- Remodify schedules to support volunteerism
- Consider around the holidays when people want to allocate more time to give back

2. What information do you need to gather from the food pantry to better support you in making patient referrals?

- Operational hours
 - e.g., when they provide food, when they need help for food prep, etc.
- Income guidelines or other restrictions
- Foods provided
 - e.g., appropriate for diabetes, limits on what can/cannot be taken for food items, etc.
- Accessibility services
- Lunch vouchers for people who volunteer

3. How will you/your clinic be able to support the food pantry in their own efforts/goals?

- Advertising online or in clinic
- Word of mouth
- Monetary or food donations