

# A Pharmacist-lead National Diabetes Prevention Program at New River Health Association

## Authors

**West Virginia University School of Public Health, Office of Health Services Research:** Adam Baus, PhD, MA, MPH; Cecil Pollard, MA; Samantha Shawley-Brzoska, PhD, MPH; Andrea Calkins, MPH; Audrey Semel, MPH; Mary Swim, BA; Divya Gadde, MS; Traci Jarrett, PhD

**New River Health Association:** Karen Reed, R.Ph., CDE, Director of Pharmacy

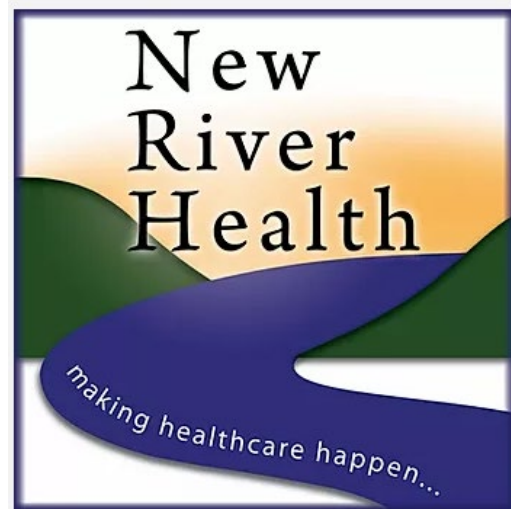
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# Introduction

New River Health Association, or New River Health, is a federally qualified health center located in the south-central portion of West Virginia. New River Health has 17 locations, including 7 school-based health centers, across Fayette, Raleigh and Nicholas Counties. This health system offers comprehensive, whole-person oriented primary care, including diabetes management and prevention services. **The mission of New River Health is “to promote the health, human and economic development, and well-being of individuals and our community through caring and competent health services, education, creativity, and teamwork.”**<sup>1</sup> This health system has been providing primary care to residents of these and surrounding counties since 1978. Currently New River Health provides care for 17,008 individuals, many of which have complex health care needs including chronic diseases such as diabetes (1960, 18.0%) and hypertension (4,390, 39.2%).<sup>2</sup> For context, Fayette County currently ranks 42nd out of 55 counties in the state in overall health rankings, which is a composite of clinical, quality of life, social, economic and environmental factors.<sup>3</sup>



## Positive Change

**Karen Reed, R.Ph., CDE, Director of Pharmacy and West Virginia native, is leading efforts at New River Health to help prevent diabetes onset among their adult patients.** With her leadership, New River Health is implementing the National Diabetes Prevention Program (National DPP) by engaging pharmacists at the Fayetteville, Scarbro, and Gulf Family Practice pharmacies. This is another step in her long-term dedication to helping improve the lives of their patients and their overall health outcomes. Leveraging electronic health records data analytics support provided by the West Virginia University Office of Health Services Research (WVU OHSR) at these locations,



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<sup>1</sup> New River Health Association. Available online at: <https://www.newriverhealthwv.com/>

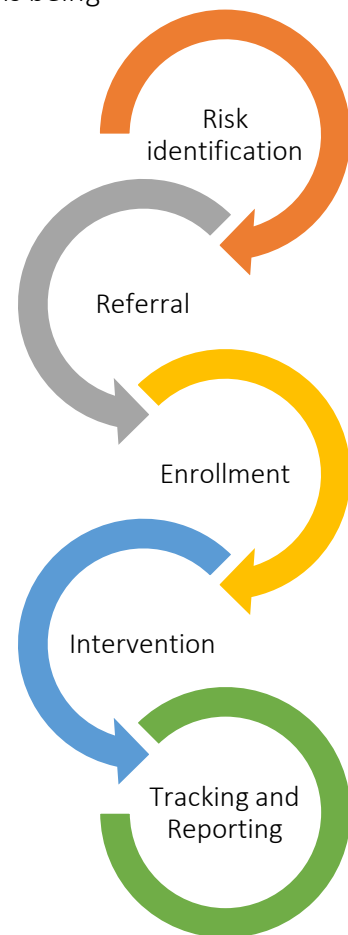
<sup>2</sup> 2018 New River Health Association, Inc. Health Center Program Awardee Data. Available online at: <https://bphc.hrsa.gov/uds/datacenter.aspx?q=d&bid=032600&state=WV&year=2018>

<sup>3</sup> County Health Rankings & Roadmaps - West Virginia, Fayette County. Available at: <https://www.countyhealthrankings.org/app/west-virginia/2020/rankings/fayette/county/outcomes/overall/snapshot>

pharmacists will have access to custom-built patient enrollment reports. These reports provide details on patients meeting enrollment criteria, and are structured in a way which streamlines the data process in that the reports focus on patients scheduled for care within a 2-week period. This supports care coordination and patient navigation. Currently New River Health cares for approximately 167 patients with diagnosed prediabetes. Outreach is being targeted to these individuals, with the goal of enrolling at least 20 individuals in National DPP workshops – using a combination of in-person and virtual sessions as need presents.

Also via technical support and training provided by WVU OHSR within the West Virginia Health Connection initiative,<sup>4</sup> New River Health is implementing Workshop Wizard software to track National DPP data and outcomes and create a referral mechanism between the electronic health record and this supplemental patient registry. Combined, these software allow for ongoing tracking and monitoring of essential pieces of data such as program attendance, as well as changes in weight, body mass index, hemoglobin A1c results, physical activity minutes, and blood pressure.

New River Health will also have the ability to closely monitor the progress of their program participants as the workshops take place, engage with patients around those data, and demonstrate the effectiveness of their efforts to a variety of stakeholders – ranging from patients and families, to health system providers and administration, to local- and state-based public health partners and payors.



## The Team

True to the whole-person oriented care model provided by New River Health, National DPP efforts are being supported by a team of pharmacists already engaged in the health and well-being of patients. These pharmacists represent a trusted and motivated care team, and one which is well-positioned to have meaningful conversations and interactions with patients. This meaningful dialogue is the basis for lasting efforts in empowering patients and improving the health outcomes of the New River Health Community.

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<sup>4</sup> West Virginia Health Connection. Available online at: <https://www.wvhealthconnection.com/>

The following four pharmacists are leading National DPP efforts at New River Health. This team is motivated to implement the National DPP in their community. WVU OHSR is a proud partner in that implementation, in providing needed technical assistance and informatics support, and in building-out clinical/community linkages whereby the New River Health team will have increased opportunity to effectively partner with other health and wellness programs in their region – such as Active Southern WV.

## Karen Reed, R.Ph., CDE

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Karen Reed, R.Ph., CDE, Director of Pharmacy, is the pharmacist at the New River Health Fayetteville Pharmacy. Karen is a WV native graduating from West Virginia University School of Pharmacy. She is a Certified Diabetes Educator and Registered Immunizing Pharmacist. She also has advanced training in medication therapy management. She is motivated to prevent diabetes onset among patients at New River Health, and has true passion, energy and caring for her work.

## Teresa Rosiek, R.Ph.

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Teresa Rosiek, R.Ph., is a pharmacist for New River Health in Sophia WV, grew up in southern West Virginia, graduated from Oak Hill High School, and has lived in Fayetteville, WV for 26 years. She obtained her Bachelor of Science degree in Pharmacy from WVU in 1994. She is an Immunizing Pharmacist and completed the APhA Certification program in 2015. Teresa also completed the APhA Diabetes Certification program on two separate occasions and is a Face-to-Face Diabetes Counsellor for PEIA. She feels strongly for the need for diabetes education for the population in our state – drawing on the opportunity to interact with patients on a more personal basis.

## Jamie Schraer, Pharm.D.

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Dr. Jamie Schraer is a WV native, receiving her Pharm.D. from the University of Charleston in 2014. She joined the New River Health team in 2015 and is a Certified Immunizing Pharmacist. Since then, she has completed Patient Centered Diabetes Care training and has become a certified Pre-Diabetes Lifestyle Coach. Jamie is excited to begin offering these services at New River Health. She hopes that through these classes, she will be able to help patients who are facing pre-diabetes develop changes that will fit their current lifestyle, while achieving their health goals.

## John Kessinger, Pharm.D.

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Dr. John Kessinger received his Pharm.D. from Marshall University in 2018. He joined New River Health in 2019 and has been involved with New River Health's Medication Therapy Management, or MTM, and diabetes management services. John is a certified pre-diabetes life style coach. He brings with him a great love of West Virginia and passion to help every patient develop healthier habits, and the skills needed to prevent, or manage their diabetes.



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Learn more at <https://www.wvhealthconnection.com> and <https://publichealth.wvu.edu/ohsr>