Assessing accessibility of the SuperSNAP Program in patients with poorly controlled diabetes

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BACKGROUND

- Type 2 Diabetes is the 7th leading cause of death in NC and across the United States
- Lifestyle changes, such as healthy eating patterns can prevent and/or delay the progression of T2DM and can reduce various diabetes-related complications
- Various programs, such as SuperSNAP, may be effective in helping people make healthier food choices by reducing the financial burden of purchasing fruits and vegetables
- Super SNAP Program is for patients of select health care providers to get $40 for fruit and vegetables at participating Food Lion stores across NC

PROJECT AIM

Global Aim: To decrease diabetic patients with A1c>9 by providing healthier eating options through SuperSNAP program.

Specific Aim: By February 2021, survey 50% of diabetes patients with a recent A1c>9 who received a voucher for the SuperSNAP program to assess perceived barriers to enrollment and program utilization.

PROJECT DESIGN/STRATEGY

- Diabetic patients managed by the Roanoke Chowan Community Center who have an HbA1c >9 % and have been enrolled in the SuperSNAP program were surveyed in order to
  - Evaluate understanding of the SuperSNAP program and its benefits
  - Identify barriers to the SuperSNAP program. For example, transportation issues, trouble using vouchers at checkout, long distances to a Food Lion
  - Evaluate dietary patterns before vs after program enrollment
  - Receive overall feedback about the program and information packet given
- Surveys were administered over the phone using a standardized script

CHANGES MADE (PDSA CYCLES)

PLAN
QI team revised the survey from the group last year to make it easier to ask the questions over the phone due to COVID.

DO
Tested the survey by calling patients list #1 to see if they understood the questions.

STUDY
Reviewed and studied the answers from the survey to determine if the patients understood and discussed the best time to reach participants.

ACT
Continued to make phone calls in the early evening with patient list #2 and #3 to collect more data.

RESULTS/OUTCOMES

- 94% stated that healthcare provider explained how to use SuperSNAP and understood the benefits
- 69% indicated they had a food lion within 5 miles of their home and 81% were already members of Food Lion
- All participants reported having reliable transportation
- All participants used the SuperSNAP voucher and were very likely to recommend it to a friend
- 75% reported having no problems with their voucher
- 63% of participants found the packet somewhat helpful or very helpful
- 63% of participants stated that they would eat fruit and vegetables as a snack over processed foods.
- 88 % reported feeling very comfortable making meals that included vegetables

Amount Times Per Week Participants Ate Fruit while using SuperSNAP

- 19% ate fruit 1 to 2 times
- 81% ate fruit 3 to 5 times
- 0% ate fruit 6 or more times

NEXT STEPS

- Consider potential interventions to avoid those obstacles that interfere with voucher implementation at checkout: cashier training, provide instructions to those enrolled
- Trend changes in HbA1c in patients with poorly controlled T2DM after enrollment in SuperSNAP
- Adjunct resources that may be provided along with SuperSNAP membership to help patients track progress in making behavioral modifications (food diaries, etc...)

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