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## PATIENT TESTIMONIAL

*“I'm grateful I joined GEM; it woke me up. I used to eat a full plate of brown rice with gravy, plus biscuits and fruits, thinking it was healthy. GEM showed me how wrong I was. Only then did I learn the right way.”*

**Mdm Zaleha Ismail, 59,  
Participant living with Diabetes**

*HbA1c: 6.7 → 5.9 | Weight loss: 5kg  
\*Source: Berita Harian (14/12/2023)*

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Disclaimer: Patient Testimonial is translated from Malay to English.

**It's time to go beyond patient education.  
Let's EMPOWER!**



Contact us if you would like to find out more:  
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# QUICK START IMPLEMENTATION GUIDE FOR HEALTHCARE PROVIDERS

**Group  
Education &  
eMpowerment  
(GEM) Programme**

# What is GEM?

**GEM** is a 12-week structured, team-delivered 3-part group programme for patients with diabetes:

- Multidisciplinary-led Group Education
- SMART Goal Setting
- Community Peer Support

## GEM OUTCOMES

Addresses diabetes education, leverages existing systems and resources, effectively improving HbA1c and actualisation rates.

- HbA1c: ↓ **0.5% in 6 months**
- Enrolment rates: ↑ **by 5%**
- Education: ↑ **Knowledge and ↑ Quality of life**

## IMPLEMENTATION PHASES

### PHASE 1 RECRUITMENT

#### IDENTIFICATION

- Daily OGTT screening
- Weekly EHR reports: ICD-10 Code E11.9

#### ENROLLMENT PATHWAYS

- Care Manager's recruitment
- Care Coach's outreach
- Doctor's referral
- Patient self-register (QTV publicity)

### PHASE 2 PRE-SESSION PREP

#### BOOKING SYSTEM

- Central scheduling
- Channels: Phone/portal/in-person
- Automated reminders

#### PATIENT PREPARATION

- Pre session SDSCA/DDS survey
- GEM info guide

### PHASE 3 SESSION DELIVERY

#### SESSION FLOW (4 HOURS)

- Welcome (15min)
- Core modules (3h15m)
- SMART goals workshop (20min)
- WhatsApp group setup (10min)

### PHASE 4 FOLLOW-THROUGH

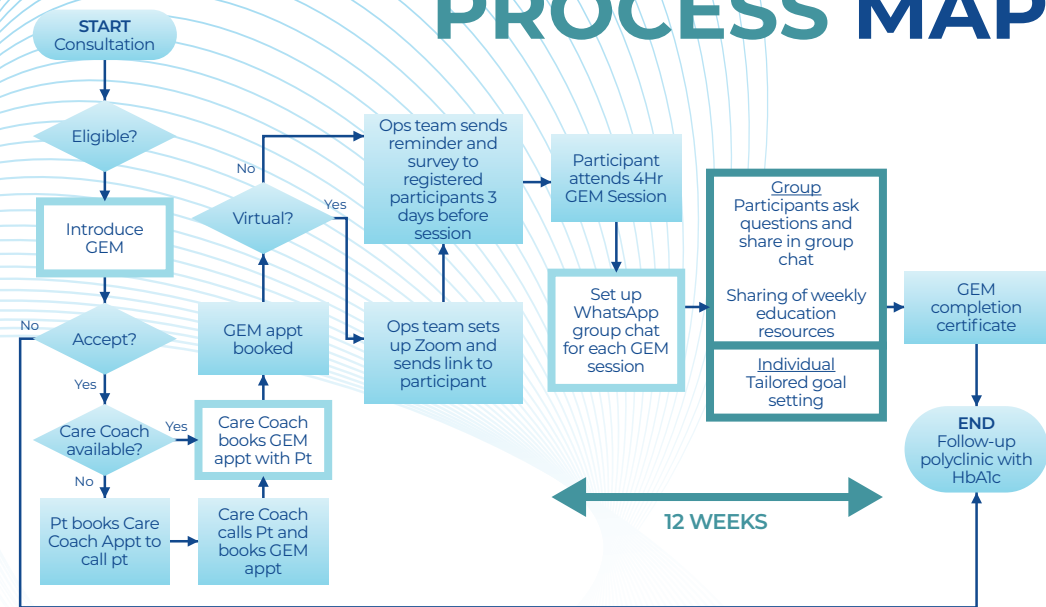
#### FOLLOW-UP

- SMART goals & Action plans
- Outcome tracking:
  - HbA1c at 6 month
  - SDSCA/DDS Survey
- Certificates + peer recognition

#### QUALITY ASSURANCE

- Post-session surveys

# PROCESS MAP



ROLE	KEY TASKS	RESOURCES
<b>Care Coaches</b>	<ul style="list-style-type: none"> <li>Recruit patients</li> <li>Co-facilitate GEM sessions</li> <li>Moderate WhatsApp chats</li> <li>Send surveys and reminders</li> </ul>	<ul style="list-style-type: none"> <li>Training package</li> <li>Lesson kits</li> <li>Chat templates</li> </ul>
<b>Care Managers</b>	<ul style="list-style-type: none"> <li>Recruit patients</li> <li>Lead 4-hr GEM sessions</li> <li>Document sessions</li> </ul>	<ul style="list-style-type: none"> <li>EMR quick access</li> <li>Session checklists</li> </ul>
<b>Doctors</b>	<ul style="list-style-type: none"> <li>Lead quality improvement efforts</li> <li>Identify eligible patients</li> </ul>	<ul style="list-style-type: none"> <li>Clinical expertise</li> <li>Leadership Guidance</li> </ul>
<b>Dietitian</b>	<ul style="list-style-type: none"> <li>Record dietary videos</li> <li>Live Q&amp;A</li> </ul>	<ul style="list-style-type: none"> <li>Healthy snack guide</li> <li>FAQ banks</li> </ul>
<b>Clinic Ops</b>	<ul style="list-style-type: none"> <li>Book sessions</li> <li>Send reminders</li> </ul>	<ul style="list-style-type: none"> <li>SMS templates</li> <li>Setup guides</li> </ul>
<b>Project Team</b>	<ul style="list-style-type: none"> <li>Track metrics</li> <li>Report to leaders</li> </ul>	<ul style="list-style-type: none"> <li>Dashboard access</li> <li>Playbooks</li> </ul>