Tapestry 360 Health Success Story

2026

Approach

Tapestry 360 Health expanded access to diabetes self-management education by creating standardized Diabetes Self-Management Education and Support (DSMES) programming in English, Spanish, and Rohingya. The program improved diabetes education, connected patients to preventive care services, and established tools to support long-term program growth and evaluation.

Program Outcomes

11
11 inaugural DSMES patients.

36%
of attendees saw a reduction in A1c.

100%
of participants received routine diabetes-related lab screenings during group sessions.

Background

At Tapestry 360 Health (T360H), a federally qualified health center located on the north and northwest sides of Chicago, **11% of patients have diabetes, and 31% of those patients have uncontrolled diabetes** (A1c >9 or who have not had an A1c test in the past year). T360H patients often have complex health profiles and face barriers to managing their health, including poverty, housing instability, transportation challenges, limited English proficiency, unemployment, lack of health insurance, low health literacy, and unreliable childcare. These factors can create additional challenges for patients navigating diabetes care and managing their condition.

T360H serves a large population of Rohingya and Burmese-speaking patients, who represent the third largest language group served by the health center after English and Spanish. **25% percent of Rohingya/Burmese patients have diabetes or prediabetes**, and many patients speak limited English and are newer to the U.S. healthcare system, which can create barriers to accessing timely diabetes and preventive care services.

By engaging patients with A1c levels greater than 9 and Rohingya- and Burmese-speaking patients in DSMES programming, T360H aims to provide additional support for patients who may benefit from diabetes education and assistance navigating care.

*CARES Cook County is a Centers for Disease Control and Prevention (CDC)-funded initiative convened by the Illinois Public Health Institute (IPHI) in partnership with healthcare and community-based partners across Cook County.



Illinois Public Health Institute

The Impact

To reduce the number of patients with an A1c greater than 9 or individuals who have not had an A1c test in more than one year, T360H implemented three DSMES groups: one in English, one in Spanish, and one in Rohingya. Program staff developed a standardized curriculum and presentation aligned with American Diabetes Association requirements. The English version was translated into Spanish and adapted into a photos-only presentation for Rohingya-speaking patients with support from T360H's Rohingya-speaking Community Health Worker (CHW).

Outreach and recruitment included provider referrals through clinical team meetings and provider communication channels, as well as text outreach campaigns for eligible patients. English and Spanish speaking patients were contacted by group medical visit staff (GMV) for enrollment, while Rohingya-speaking patients were contacted by the CHW. The Rohingya group was offered in-person classes, while English and Spanish groups were offered online classes.

The DSMES groups provided patients with diabetes education and opportunities to address recommended diabetes-related care needs. During group sessions, patients were screened to ensure relevant labs were up to date, including A1c, microalbumin, and lipid testing, and received vaccinations when needed.

The Rohingya-language DSMES group was made possible through the support of Mujib Reahman, T360H's Rohingya-speaking Community Health Worker. As a member of the community, Mujib helped build trust with patients and provided key insights on how to deliver diabetes education in a way that was accessible and relevant for participants. During groups, many patients also looked to Mujib for healthcare navigation support, including translating appointment reminders, explaining how to access lab services, and answering questions about navigating the healthcare system.

Support

With support from the CDC and IPHI, T360H GMV staff have been able to expand and improve diabetes education groups for patients; having created standardized curricula for DSMES groups as well as strengthened evaluation and tracking methods to understand the impact of the groups on patient health. This support allowed T360H to expand DSMES programming for patients with uncontrolled diabetes and develop a Rohingya-language DSMES group in collaboration with in collaboration with other internal programs. T360H also used this support to work toward becoming a DSMES-recognized organization through the American Diabetes Association.

Next Steps

T360H plans to continue offering DSMES groups on a more consistent basis, including opportunities to provide education for patients who speak additional languages. The standardized curriculum and low-literacy materials developed through this work provide providers and health educators with existing resources to support future groups while reducing planning time.

With a standardized DSMES program structure and a new population health tracking tool, T360H has strengthened its ability to evaluate the impact of each group on patient health outcomes over time.