



Diabetes Self-Management Education and Support Practice Module

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*Improving Hypertension and Diabetes Care &
Prevention Project*



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Purpose of Module

This module contains a high-level overview of evidence-based information related to diabetes and the utilization of Diabetes Self-Management Education and Support (DSMES) in Pennsylvania. It was created to assist clinics and hospitals in promoting and improving their quality improvement efforts, specifically related to improving referral to DSMES services across their patient population.

Please Note: Guidelines and recommendations referenced in this module are to be used along with physician/clinician judgment and treatment and should be based on each individual patient's unique needs and circumstances.



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Introduction: The Diabetes Epidemic

The American Diabetes Association's resource, [The Burden of Diabetes on Pennsylvania](#), shares the sobering statistic from the Centers for Disease Control and Prevention (CDC) that over 34 million Americans have diabetes and face its devastating consequences. What's true nationwide is also true in Pennsylvania.

Over 1.4 Million Pennsylvania Adults Have Been Diagnosed with Diabetes*

The statistics are staggering. The incidence of diabetes in the state of Pennsylvania, and across the country, continues to rise. So what can be done to combat it?

The answer: EDUCATION and SELF-MANAGEMENT

People with diabetes need to be educated about their disease and instructed on what they can do to best manage it, and in some cases, reverse their condition through lifestyle modifications.

DSMES Programs

DSMES programs are a collaborative process between the diabetes educator and the patient that usually includes up to 10 hours of counseling in the first year after diagnosis to address a variety of topics in depth, from healthy eating and exercise to monitoring and medications to problem-solving.

[Get in touch](#) with our team today to see how Quality Insights can strengthen your practice to bridge the referral gap between patients living with diabetes and DSMES.



Diabetes Stats in PA

11.3%

% of PA residents age 18 and older report being **diagnosed with diabetes**

303,000

of PA adults who have **diabetes** but don't know it

3,484,000

of PA residents who reported being told they have **prediabetes**

30.9%

Obesity rate (a major contributing factor to diabetes) among PA adults

\$9.3 Billion

Estimated total direct medical expenses for diagnosed diabetes in 2017

Sources:

- [American Diabetes Association](#)
- [State of Childhood Obesity](#)

DSMES Referral Solutions

In accordance with the [national standards](#) for diabetes self-management education and support, **all people with diabetes should participate in diabetes self-management education** and receive the support needed to facilitate the knowledge, decision-making and skills mastery necessary for diabetes self-care. The following DSMES referral guidance is based on recommendations from the [Association of Diabetes Care & Education Specialists](#).

Locate a DSMES Program

Certified DSMES programs are those that have American Diabetes Association recognition or American Association of Diabetes Educators accreditation, which ensures the program meets the evidence-based National Standards for DSMES.

The following websites offer DSMES location assistance and contact information:

- [PA Department of Health](#): County listing of DSMES locations
- [PA Pharmacists Association](#): Website features a search tool that supports the ability to search for a pharmacy offering DSMES services
- [ADCES and American Diabetes Association \(ADA\)](#): National listing of DSMES locations

Offer DSMES in Your Local Community

Want to learn more about the steps required to launch a DSMES in your community? Access the [CDC DSMES Toolkit](#) for important details about accreditation, recognition, reimbursement, and more.

Make a Referral

Ready to get started with a referral but need more details about criteria and coverage? Download the [Quality Insights DSMES Referral Pathway](#) for step-by-step instructions and visit the [ADCES website](#).

Promote DSMES Education

Provide **free** resources to your patients to help them understand their diagnosis and reinforce the importance of diabetes education.

[You Can Thrive with Diabetes Flyer](#):

ADCES resource that highlights the importance of DSMES.

[Living with Type 2 Diabetes: Where Do I Begin?](#): ADA booklet that may be ordered free of charge in English & Spanish.

[Diabetes in Older People](#): National Institute on Aging (NIA) booklet promoting diabetes education services as covered by Medicare (DSMT). Download or order up to 25 free copies.

[Multilingual Diabetes Resources](#): Visit the U.S. National Library of Medicine website for a listing of educational resources available in a variety of languages.

The proof is in the evidence. [Visit the CDC website](#) to learn more about how DSMES positively benefits people living with diabetes.

Workflow Modifications for Better Patient Outcomes

Providers and practices who are actively engaged in the Pennsylvania Department of Health Live Healthy program have the benefit of scheduling a no-cost Workflow Assessment (WFA) with a local Quality Insights Practice Transformation Specialists (PTS). WFAs are completed **annually** and designed to initiate a future state of processes that will move the needle on clinical quality improvement activities.

The following list includes solutions aimed at achieving better patient outcomes in cooperation with the WFA. **We encourage you to partner with your local PTS to discuss scheduling a WFA and implementing at least ONE of the recommendations listed below.**

EHR Actions

	Activate CDS reminders for diabetes that include diagnosis parameters, A1C testing and referral to DSMES programs.
	Create an EHR report to identify patients that qualify for DSMES. Send identified eligible patients through EHR reports an introduction letter (i.e. mail, email, patient portal) from their physician and encourage them to enroll in DSMES.
	Run a report of current, tracked diabetes quality measures and identify areas for improvement.
	Implement process for documenting DSMES referrals in structured data fields or via non-EHR tracking method.

Protocol Actions

	Develop workflow for consistent referral Diabetes Self-Management Education and Support (DSMES; can be local DSMES site or pharmacy location). Include a consistent process for reviewing the outcome and promoting education to patients.
	Review/create current office protocol for diabetes. Assess for the following components and if needed, update to include: Current guidelines, medication (and adherence) processes, team-based care, appointment processes (including follow-up), and promotion of diabetes self-management.

Practice & Clinical Staff Actions

	Partner with a local DSMES program (a pharmacy program if possible), to create a process for referral and feedback.
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Patient Education Actions

	Provide promotional materials from local DSMES sites to encourage patients with diabetes to participate in areas programs.
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Connect With Us

Quality Insights has assisted practices in improving diabetes care in Pennsylvania for over 30 years. We consistently engage providers and staff, providing care managers with prioritized, real-time biometric data. This empowers care managers to meaningfully engage patients with education or escalation to control worsening symptoms in high- and rising-risk individuals.



Quality Insights Website

Visit the [Quality Insights website](#) to learn more about the assistance and resources we provide to participating practices in Pennsylvania to improve hypertension and diabetes control & prevention.

Quality Insights Team

Reach out to a member of the Quality Insights team for details about the quality improvement projects we offer and the NO COST guidance and support we can offer your practice.

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Free Practice Resources Delivered to Your Email

Quality Insights distributes a free, weekly e-newsletter filled with up-to-date resources to enhance your clinic's quality improvement strategies and patient care. Providers and staff are welcome to sign up by emailing [Robina Montague](#).