

Improving Diabetes Care Outcomes by Increasing Referrals to Diabetes Self-Management Education and Support (DSMES) Program

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Disclosures

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Rachel Newsome, Monica Wilson, Heather Eads, Kay Craven: None

Introduction



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2022 National Standards for
Diabetes Self-Management
Education and Support

Regular Article

Use of Medicare's Diabetes Self-Management Training Benefit

Larisa M. Strawbridge, MPH¹, Jennifer T. Lloyd, PhD, MA, MS¹,
Ann Meadow, ScD¹, Gerald F. Riley, MSPH¹, and
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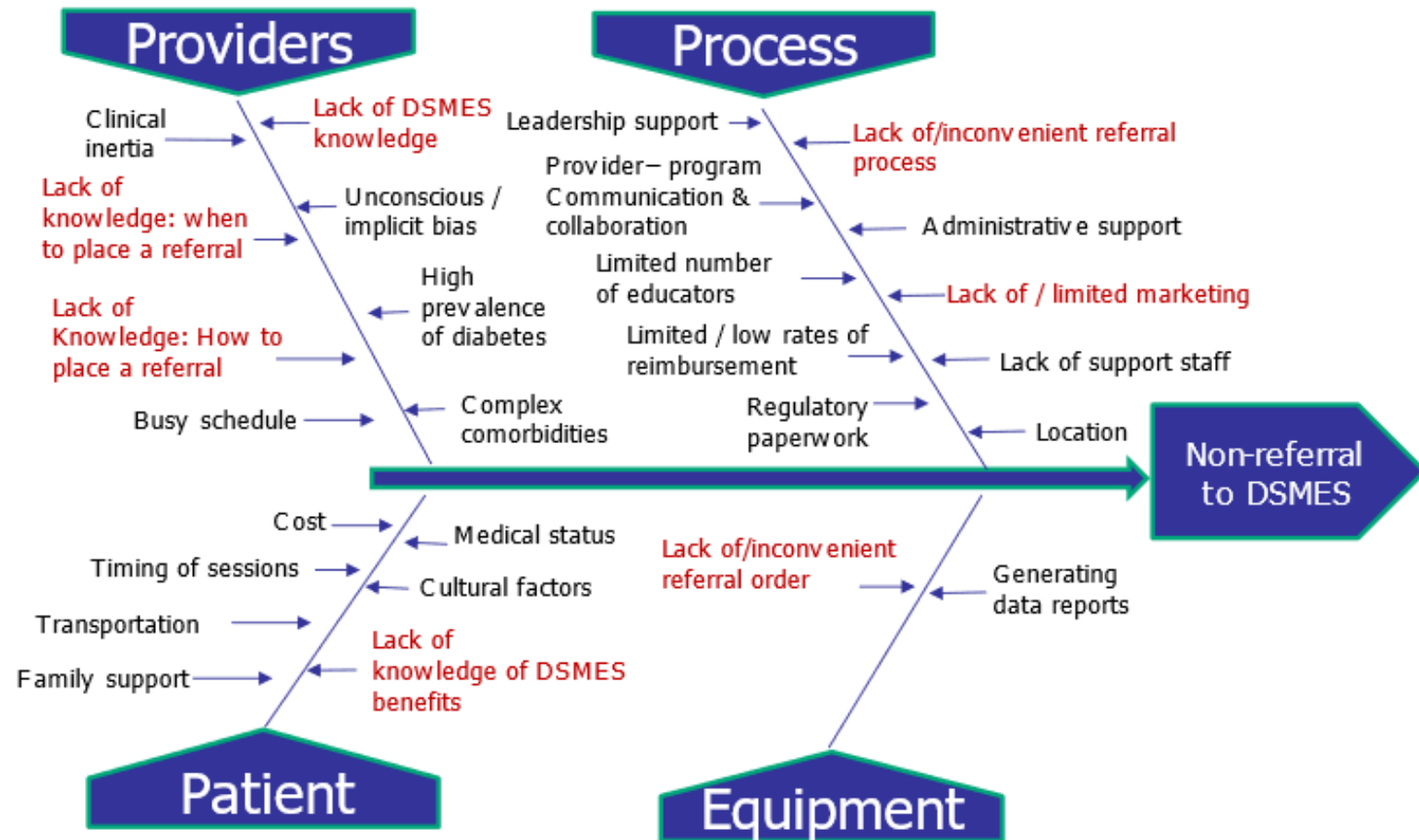
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- ❑ ECU Family Medicine Center (FMC), Pirate Module: 2 to 3 referrals/month (March – June 2021)
- ❑ Aim Statement: To increase the number of FMC Pirate Module DSMES referrals to 10 per month by December 31st, 2021.

Methods

- **Setting:** ECU Family Medicine Center, Pirate Module (9 residents, 1 PA, 6 faculty 1 RN manager, 2 PAS, 5 MOAs)
- **Team:** Residents, faculty, nursing and PAS staff, ECUP Clinical Nutrition Director, DSMES administrator/educator from Endocrinology
- **Team meetings:** Monthly module meetings
- **Measure:** Number of referrals to DSMES from FMC Pirate module / month
- **Data Source:**
 - FMC Clinic Administrator (EPIC report)
 - DSMES administrator /Educator (Endocrinology PAS)
- **QI method:** Plan-Do-Study-Act (PDSA)



Results

- **Baseline:** 2 to 3 referrals/month (March – June 2021)
- **Goal:** 10 per month by December 31st, 2021.
- **PDSA:**
 - Uniform referral order and process
 - Provider education – DSMES and referral order/process
- **Planned PDSA cycles:**
 - New referral order for DSMES
 - DSMES Program Marketing

How to refer your patients:

1. AMB Referral to Dietician
2. Department: ECU Endocrinology
3. To: Eads, Heather Audra, RD, LDN
4. Scheduling Instructions: Schedule for DSMES class

AMB REFERRAL TO DIETICIAN

Class: Referral

Dept Specialty: Endocrinol

Department: ECU ENDO

Referral: Location/POS: [] To: EADS, HEATHER AUDRA [666] # of Visits: 1

Expiration Date: [] Override restrictions

Referral Priority: Routine Urgent Stat (within 24 hrs)

If "Refer To" provider not found, enter provider Name/Location:

Sched Inst: [] Schedule for DSMES Class

Comments: + Add Comments (F6)

AMB REFERRAL TO ECU NUTRITION Accept Cancel

Class: Referral

Dept Specialty: Nutrition

Department: []

Referral: Location/POS: [] To: [] # of Visits: []

Expiration Date: [] Override restrictions

Referral Priority: Routine Urgent Stat (within 24 hrs)

If "Refer To" provider not found, enter provider Name/Location:

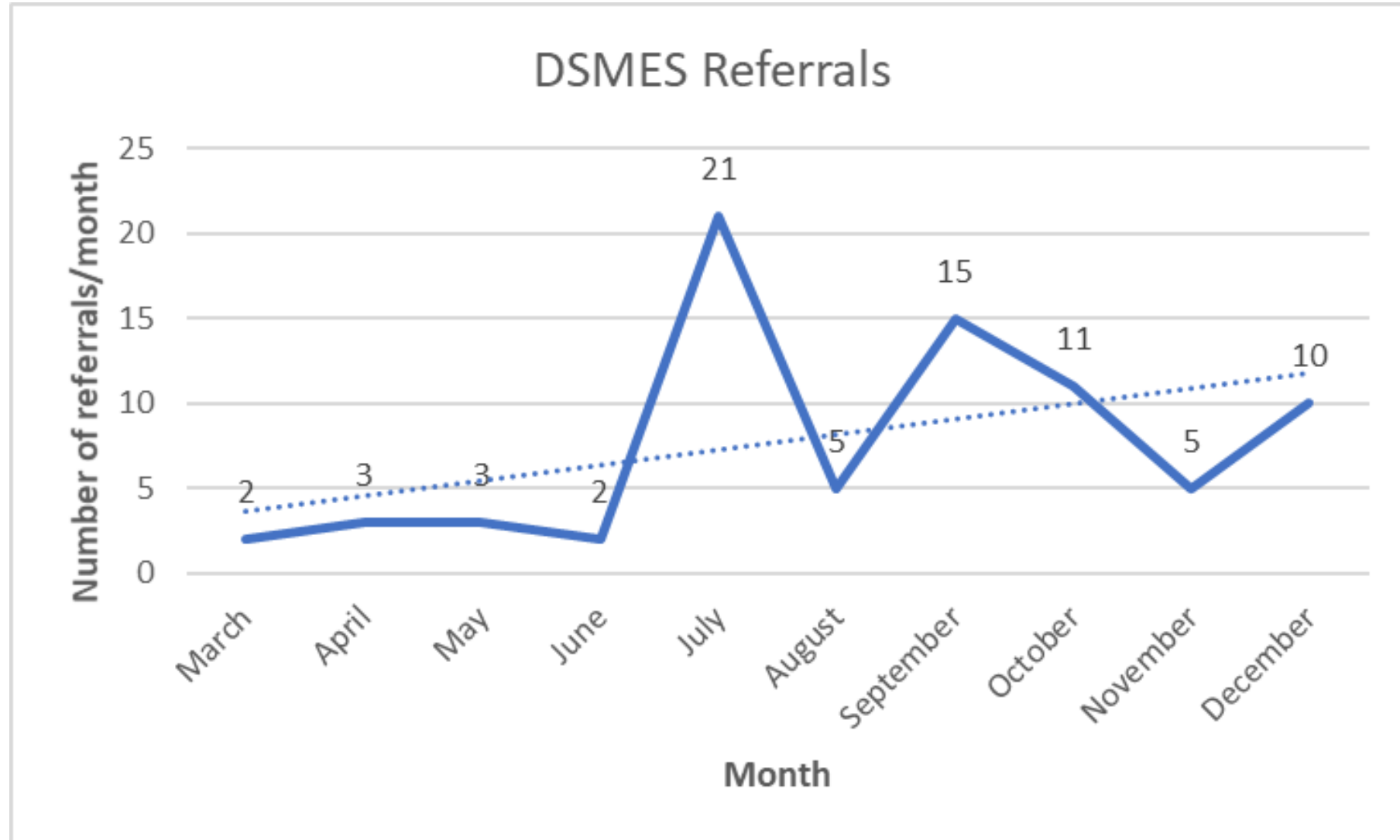
Sched Inst: + Add Scheduling Instructions

Comments: []

Diabetes Self-Management Education and Support (DSMES) Referral
I am referring this 56 y.o. Female for enrollment in a diabetes self-management and support group class. |
Type of Diabetes: Type 2 Diabetes
Initial comprehensive diabetes self-management education provided in group setting, unless otherwise specified, will include all 8 ADCES instructional modules (10 hrs of educational training total): (This is a once in lifetime benefit for Medicare

Next Required Accept Cancel

Results



Conclusions

- Teamwork (different disciplines, departments)
- Standardization of processes/protocols
- Leveraging EHR to create order/order sets and obtain data
- Change at the system level