

North Carolina

DiabetesSmart

Diabetes Education
Recognition Program

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Community & Clinical
CONNECTIONS
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Branch NORTH CAROLINA
DIVISION OF PUBLIC HEALTH

Objective

Describe how North Carolina increased access to quality DSMES through the umbrella program.

Agenda

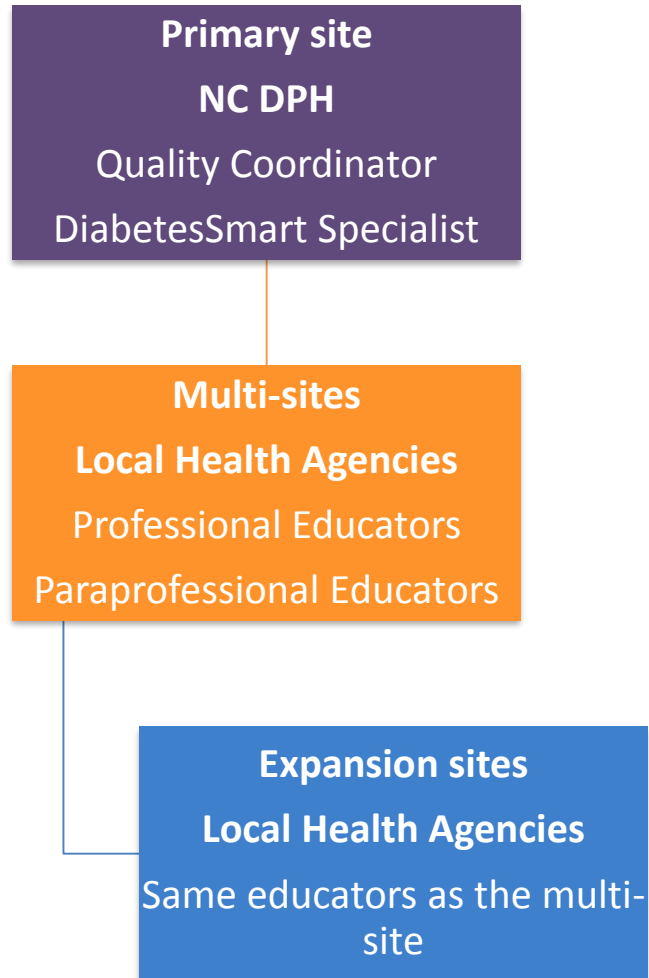
- DiabetesSmart overview
- Program delivery model
- Quality of diabetes education
- Reducing barriers to DSMES

DiabetesSmart Overview



- Created in 2006
- First state to develop a statewide umbrella program
- Managed by NC Division of Public Health

Program Delivery Model



Program Delivery Model

- As of October 2018, the oversight structure was changed for DiabetesSmart.
- As of April 2019:
 - Number of sites under DiabetesSmart: 27 (21 multi-sites and 6 expansion sites)
 - Number of educators: 52 (46 professional educators and 6 paraprofessional educators)
- Each site has its own DSMES delivery model and is responsible for their own billing.

Program Delivery Model

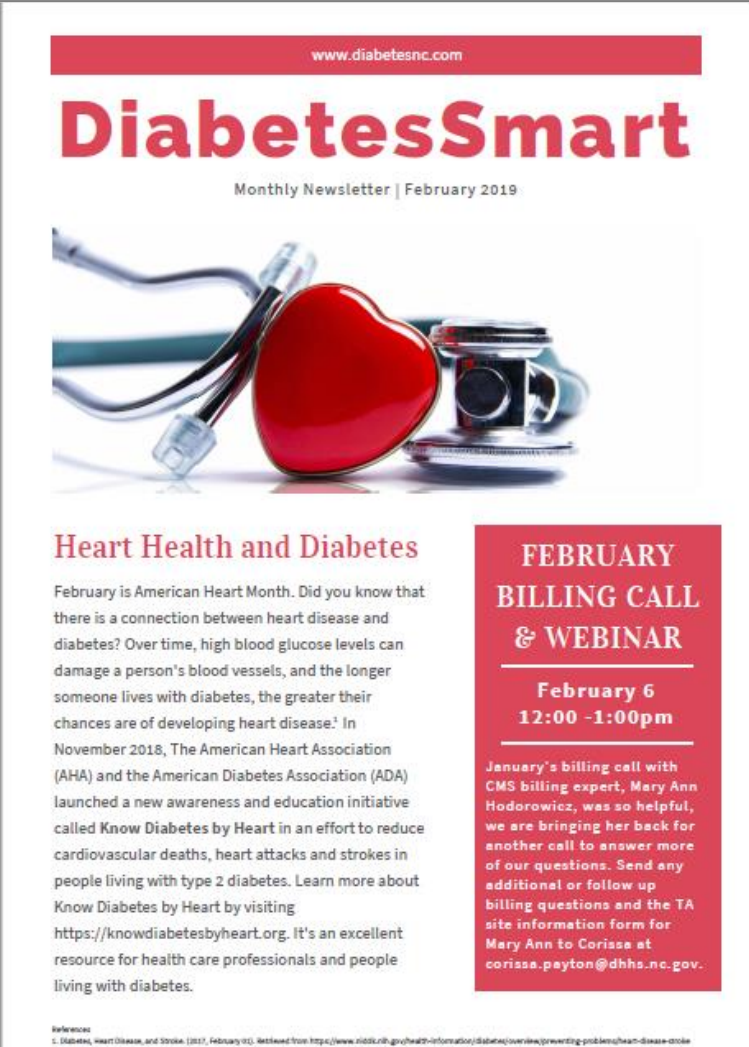
North Carolina DiabetesSmart Program sites
February 2019



Program Delivery Model

Oversight and Technical Assistance includes:


- Recruitment phase
- Application phase
- Program Implementation phase
- Quality Assurance

The image shows the cover of the DiabetesSmart newsletter. At the top, there is a red banner with the website address www.diabetesnc.com. Below this, the title "DiabetesSmart" is written in a large, bold, red font. Underneath the title, it says "Monthly Newsletter | February 2019". The central image features a red heart, a stethoscope, and a glucose meter. Below the image, there is a section titled "Heart Health and Diabetes" in red. The text discusses the connection between heart disease and diabetes, mentioning that high blood glucose levels can damage blood vessels. It also mentions a new awareness and education initiative called "Know Diabetes by Heart" launched in November 2018. A red box on the right side of the newsletter contains the text "FEBRUARY BILLING CALL & WEBINAR" and "February 6 12:00 - 1:00pm". Below this, it says "January's billing call with CMS billing expert, Mary Ann Hodorowicz, was so helpful, we are bringing her back for another call to answer more of our questions. Send any additional or follow up billing questions and the TA site information form for Mary Ann to Corissa at corissa.payton@dhhs.nc.gov." At the bottom left, there is a small "References" section with a citation: "Diabetes, Heart Disease, and Stroke (2017, February 01). Retrieved from https://www.cdc.gov/health-information/diabetes/overview/preventing-problems/heart-disease-stroke".

www.diabetesnc.com

DiabetesSmart

Monthly Newsletter | February 2019



Heart Health and Diabetes

February is American Heart Month. Did you know that there is a connection between heart disease and diabetes? Over time, high blood glucose levels can damage a person's blood vessels, and the longer someone lives with diabetes, the greater their chances are of developing heart disease.¹ In November 2018, The American Heart Association (AHA) and the American Diabetes Association (ADA) launched a new awareness and education initiative called **Know Diabetes by Heart** in an effort to reduce cardiovascular deaths, heart attacks and strokes in people living with type 2 diabetes. Learn more about Know Diabetes by Heart by visiting <https://knowdiabetesbyheart.org>. It's an excellent resource for health care professionals and people living with diabetes.

FEBRUARY BILLING CALL & WEBINAR

**February 6
12:00 - 1:00pm**

January's billing call with CMS billing expert, Mary Ann Hodorowicz, was so helpful, we are bringing her back for another call to answer more of our questions. Send any additional or follow up billing questions and the TA site information form for Mary Ann to Corissa at corissa.payton@dhhs.nc.gov.

References
1. Diabetes, Heart Disease, and Stroke (2017, February 01). Retrieved from <https://www.cdc.gov/health-information/diabetes/overview/preventing-problems/heart-disease-stroke>

Quality of Diabetes Education

As an ADA recognized program, we adhere to the National Standards for Diabetes Self-Management Education and Support.

Our goal: Be audit ready!



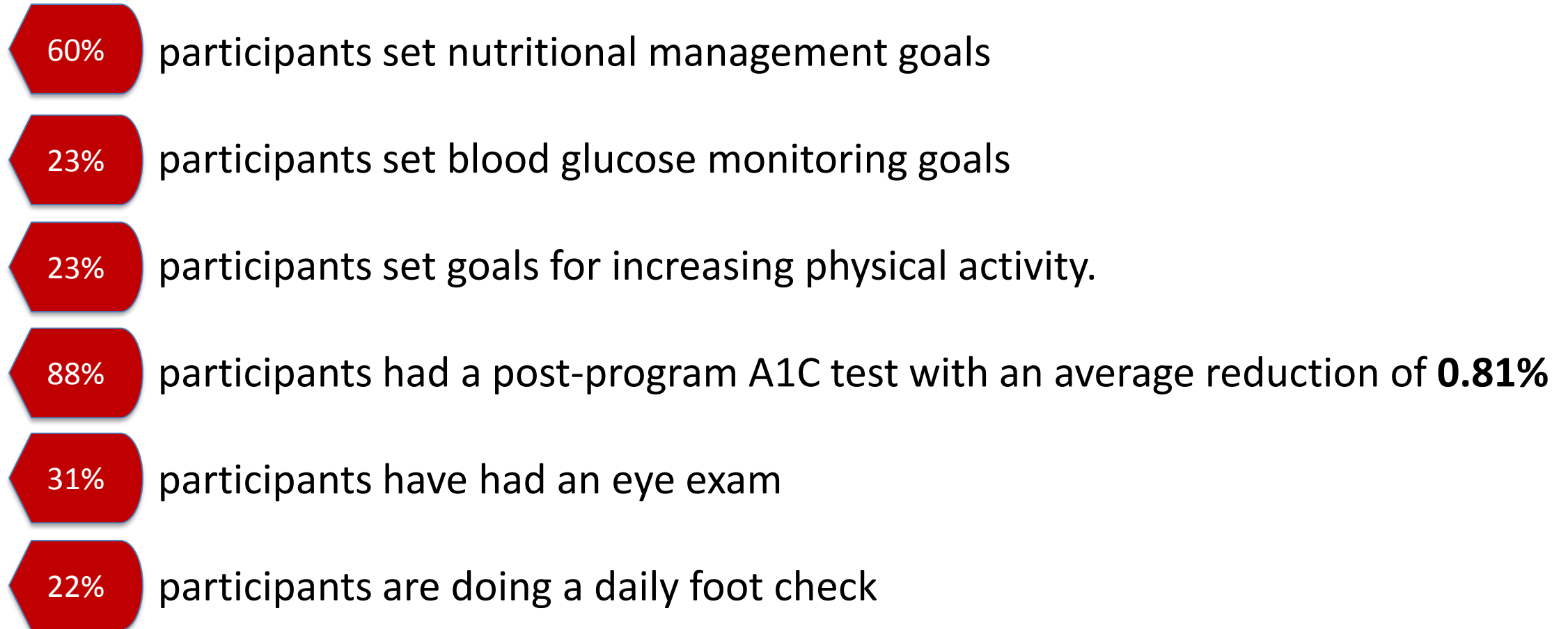
Quality of Diabetes Education

From April 18, 2018 - April 17, 2019:

- 1,181 patients received initial and post comprehensive DSMES.
- 2.4 average hours of DSMES received for initial and/or comprehensive services and 1.8 hours for post program instruction
- 43% of participants were 45-64 years and 30% were 65 years or older.
- Participants were from various racial and ethnic backgrounds and included those with special needs.



Quality of Diabetes Education: Participant Outcomes



Reducing Barriers to DSMES

Our current barriers are:

- Decline in number of multi-sites
- Low referrals
- Low participation



Reducing Barriers to DSMES

To increase the number of sites, we are recruiting pharmacies and private registered dietitian practices to onboard under our umbrella.



Reducing Barriers to DSMES

To increase referrals and participation:

- Distributing marketing materials to encourage health care provider referrals
- Through CDC grant funding, working with community health centers and medical practices to increase referral to DSMES.

You CAN manage diabetes.

Diabetes Self-Management Education and Support (DSMES) can help.

“Diabetes Self-Management Education and Support has been so helpful. I’ve had diabetes for 10 years, and I understand what to do now.”
-Past Participant

DSMES will teach you to manage your diabetes. You will learn how to:

- Manage your blood sugar levels
- Control complications from diabetes
- Keep costs down

DSMES gives you the power to control your diabetes, so it doesn't end up controlling you.

Diabetes Self-Management Education and Support (DSMES) is personalized for you.

DSMES offers **individual** and **group** education. During a one-on-one session with your diabetes educator, you will create a plan to fit your needs and lifestyle. In the group setting, you will find other people who have the same concerns and hear answers to their questions as well as yours.

DSMES is an ongoing process that should be repeated every one to two years. This will help you make sure you have all the newest information and tools available to help you manage your diabetes.

To sign up

- Ask your primary care provider for a referral to a recognized* DSMES.
- Visit diabetesnc.com to find a DSMES provider in North Carolina.

NC
Public Health
HEALTH AND HUMAN SERVICES

Recognized means the DSMES has been approved by the American Diabetes Association, the American Association of Diabetes Educators or the Indian Health Services.

Reducing Barriers to DSMES

- Community health center sites will
 - screen for social determinants of health
 - use the NCCARE360 platform
 - once social needs are met, refer to DSMES
- **NCCARE360**
 - Repository of state-wide resources
 - Will include all accredited and recognized DSMES services
 - Intake and referral platform
 - Bi-directional feedback loop

Questions

