

Together2Goal®

AMGA Foundation
National Diabetes Campaign

March 2019 Webinar at Work

“Putting T2G webinars into practice”

Webinar: [“Overcoming Barriers to Diabetes Self-Management Education \(DSME\) Referrals”](#)

Speaker: Jodi Lavin-Tompkins, MSN, RN, CDE, BC-ADM (American Association of Diabetes Educators) and Valerie Spier, M.P.H., RD, CDE (Sutter Health)

Webinar Date: March 21, 2019

Summary: AADE provides a quality accreditation process that assists organizations in expanding their diabetes education services in both traditional and community-based settings. High-quality DSME have been shown to improve patient self-management, satisfaction, and glucose outcomes.

Sutter Health is an AADE-accredited organization that has demonstrated success in increasing their DSME referrals. Their campaign, “4 Times to Refer,” reminds stakeholders of critical times to consider a DSME referral (i.e., at diagnosis, during an annual assessment, when new complicating factors arise, during transitions of care) and focused on the following strategies:

- Making it easier to refer (e.g., standard electronic and paper referrals, cheat sheet on how to refer, education on how to create order in EHR)
- Building partnerships (e.g., attending team huddles and physician meetings, meeting with nurse case managers, enlisting a quality champion, acknowledging top referring doctors)
- Promoting services (e.g., flyers, lunch & learns, welcome emails to new physicians)
- Creating ownership (e.g., diabetes educators own “Four Times to Refer” campaign, regular meetings to review and discuss results, external stakeholder meeting)

Implementation Tips:

1. Implement system/process change
 - E.g., Include all new providers in an onboarding tour of the diabetes center, add electronic order for DSME to EHR favorites, train schedulers
2. Identify program participants
 - E.g., Examine providers’ schedules for potential same day appointments, complete pre-visit planning to identify eligible participants or those who need follow-up
3. Collaborate with providers

- E.g., Work with providers to develop relationships, determine what information the referral needs to have included to be successful, embed DSME services within PCP and Endocrinology departments for “warm hand-offs”
- 4. Market DSME services
 - E.g., Create marketing materials to highlight positive outcomes, send information to targeted patient populations (Cardiology Rehab units, ER, labs)
- 5. Create partnerships
 - E.g., Engage relevant units (Behavioral Health, Case Management, Cardiac Rehabilitation)
- 6. Conduct community outreach
 - E.g., Advertise in churches/pharmacies, invite stakeholders to attend DSME meetings to spread knowledge of program

Team Discussion:

1. Does your organization have a DSME program? If not, where can patients access an accredited diabetes education program?

2. What is your organization’s referral rate for DSME? Are the “4 Times to Refer” considered? Are there opportunities for improvement?

3. How do you currently encourage referrals for DSME? How can you make it easier to refer patients to DMSE programs? (e.g., system change, partnership)

4. What do providers need to know about DSME referrals (e.g., services available, value, process)? How can you facilitate this education?

5. What do patients need to know about DSME programs? How can you facilitate this education?

Additional Notes:

Next Steps:

- _____
- _____
- _____
- _____

Additional Resources:

The following resources can be found below:

- Diabetes Self-Management Education/Training Services Order Form adapted by Sutter Health from the AADE Referral Form (Version 1 | Version 2)
- Diabetes Self-Management Education Training and Medical Nutrition Therapy Services Order Form adapted by Sutter Health from the ADA Referral Form
- Diabetes Support Flyer for patients by Sutter Health
- Diabetes Support Flyer for physicians by Sutter Health
- Diabetes Education and Support Brochure by Sutter Health
- New Physician Welcome Email by Sutter Health

Disclaimer

The following materials provided by Sutter Health are for general informational purposes only. All materials are property of Sutter Health, and are available for adaptation only.

Contents

Sutter Health’s DSMES Flyer for Patients	1
Sutter Health’s DSMES Flyer for Physicians	2
Sutter Health’s DSME Brochure (inside & outside).....	3-4
Sutter Health’s AADE Referral Form – Version 1	5-6
Sutter Health’s AADE Referral Form – Version 2	7-8
Sutter Health’s Welcome Email Example	9
Sutter Health’s ADA DSME Referral Form	10

Diabetes Support is Here for You!

Research shows diabetes self-management education and support can help you:

- A. Improve your blood sugar and **A1C** levels
- B. Better manage your **blood pressure**
- C. Better manage your **cholesterol**
- D. **Decrease** the cost of your diabetes care

Diabetes self-management education and support is available to you:

- 1. At diagnosis
- 2. For a yearly diabetes education review
- 3. When new health issues arise
- 4. During changes in health care needs

Diabetes Educators Will Partner With You to Help You:

- Solve problems with day-to-day issues that impact your health and well-being
- Monitor and improve your blood sugar levels
- Understand your medications
- Create plans for healthy eating, physical activity, and coping

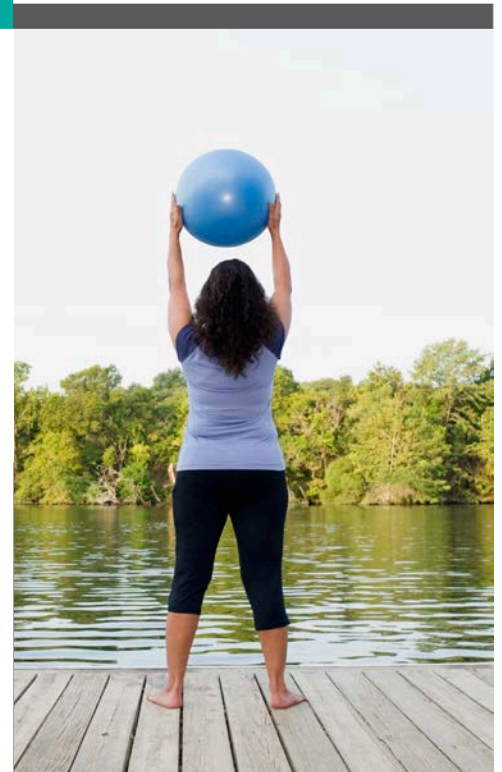
Diabetes self-management education and support is endorsed by:

The American Diabetes Association

The American Association of Diabetes Educators

The Academy of Nutrition and Dietetics

The National Diabetes Education Program



Ask Your
Doctor About
Working with a
Diabetes Educator

Diabetes Self-Management Education and Support

*A National Best Practice for People With Diabetes**



Together 2 Goal.

Engaging in diabetes self-management education and support:

- A. Lowers **A1C** as much as many diabetes medications
- B. Helps patients better manage their **blood pressure**
- C. Improves management of **cholesterol levels**
- D. **Decreases** costs associated with diabetes

Key times to refer:

- 1. At **diagnosis**
- 2. During an **annual assessment**
- 3. When new **complicating factors** arise
- 4. During **transitions of care**

Diabetes Educators Partner with Patients to Provide:

- Support for day-to-day problem solving on issues that impact their health and well-being
- Guidance on using self-monitoring data to improve blood glucose levels
- Educational resources to help them understand and optimize the use of medications
- Tips for behavioral changes: physical activity, healthy eating and healthy coping

***This referral approach is supported by:**

The American Diabetes Association

The American Association of Diabetes Educators

The Academy of Nutrition and Dietetics

The National Diabetes Education Program



Call a
diabetes educator for
more information
or visit:

[Sutterhealth.org/diabetes](http://www.sutterhealth.org/diabetes)

<http://www.sutterhealth.org/diabetes>



Please visit our Sutter Health website for more information about diabetes:

sutterhealth.org/diseases-conditions/diabetes

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Diabetes Education and Support

We're here to help you live better with diabetes.

Personalized Diabetes Support

With Sutter Health, you don't have to face diabetes alone. Our diabetes team provides support, information and tools to help you feel confident in managing your diabetes and taking steps for better health.

The Sutter Health diabetes education centers serve patients with:

- Prediabetes
- Type 1 and Type 2 diabetes
- Diabetes complicating pregnancy and gestational diabetes

Our goal is to make it easier for you to live well with this long-term disease.

Make an Appointment

You can make an appointment today for services at any Sutter Health diabetes education center. Our centers are located throughout Northern California—see inside to find one near you. Learn more at sutterhealth.org/services/diabetes.

Bilingual education and interpretive services are available for those whose first language is not English.

Most insurance companies cover diabetes education with a doctor's referral. Please call your insurance company to find out what your plan covers. For more information, call your local Sutter Health diabetes education center.



Sutter Health Diabetes Integrated Network (SHIDEN)



Get Valuable Support When You Need It

We work with you when it's most important:

- At diagnosis
- When new health issues arise
- During changes in healthcare needs
- During pregnancy
- Every year for a diabetes education review

You can choose from a variety of services that support you and your family:

- Free support groups
- Healthy lifestyle training
- Individual and group classes
- Insulin management, glucose monitoring and insulin pump training
- Nutrition counseling
- Sweet Success program for diabetes during pregnancy

Understand Your Risks

Diabetes is a long-term disease that causes your blood sugar to be higher than normal. High glucose levels put you at risk for heart, nerve, eye and kidney problems. The good news is that with personalized treatment and lifestyle changes, you can improve your health and prevent or delay health problems from diabetes.

Our diabetes team will work with you to reduce your risk of health problems and decrease healthcare costs by helping to:

- Improve your A1C (average blood sugar) level.
- Better manage your blood pressure.
- Better manage your cholesterol.

Confidently Manage Your Diabetes

Learning to manage your diabetes is key to your health and overall wellness. Even if you've had diabetes for years, it's helpful to stay informed and keep up your skills. Our diabetes team will help you:

- Test your blood glucose and use this information to improve your levels.
- Get the most benefit from medications while reducing side effects.
- Create plans for healthy eating, physical activity, and coping.
- Solve problems with day-to-day issues that impact your health and well-being.
- Make informed decisions about your diabetes care.
- Understand what gets in your way in managing diabetes, and learn how to overcome personal barriers.

Receive Personal, Specialized Care

Our team will work with you to personalize your diabetes care and prevent complications. We strive to understand your life, goals and health history, so that we can design a treatment plan based on your unique needs.

Education and support are provided by Certified Diabetes Educators (CDEs), including nurses, dietitians, social workers and exercise physiologists. All of our diabetes services are accredited by the American Association of Diabetes Educators (AADE) or American Diabetes Association (ADA).

Sutter Health Diabetes Education

For more information about classes and appointments, contact a Sutter Health resource near you.

Sacramento Valley Region

Sutter Medical Foundation Patient Education

Services in 15 locations in the Sacramento region
(877) 899-8766

Pediatric Endocrinology and Nutrition Services (PENS)

1625 Stockton Boulevard, Suite 112
Sacramento, CA 95816
(916) 887-4865 or (916) 887-4814

Sutter Diabetes Care Center/Sweet Success Program

1625 Stockton Boulevard, Suite 201
Sacramento, CA 95816
(916) 887-4013

Sutter Gould Medical Foundation Community Health Education

Services in Lodi, Modesto, Tracy, Turlock and Stockton
For all locations, please contact the main phone number:
(209) 550-4747

San Francisco Bay Area

Alta Bates Summit Diabetes Center

Services in Oakland, Berkeley, Albany and Antioch
3030 Telegraph Avenue
Berkeley, CA 94705
(510) 204-1081

California Pacific Medical Center Diabetes Services Center

California Campus
3801 Sacramento Street, 7th Floor
San Francisco, CA 94118
(415) 600-0506

Mission Bernal Campus (formerly St. Luke's)
3555 Cesar Chavez Street, Suite 230
San Francisco, CA 94110
(415) 600-0506

Eden Diabetes Management Programs

20103 Lake Chabot Road
Castro Valley, CA 94546
(510) 727-3032

San Francisco Bay Area (Cont.)

Lakeside Clinics

(for current primary care patients)

Sutter Lakeside Community Clinic
5196 Hill Road East, Suite 300
Lakeport, CA 95453
(707) 263-6885

Sutter Lakeside Family Medicine Clinic
5176 Hill Road East
Lakeport, CA 95453
(707) 262-5088

Mills-Peninsula Medical Center Diabetes and Nutrition Services

100 South San Mateo Drive, 2nd Floor
San Mateo, CA 94401
(650) 696-4772

Mills-Peninsula Medical Center Diabetes and Pregnancy Program

Mills-Peninsula Hospital:
1501 Trousdale Drive, 2nd Floor
Burlingame, CA 94101
(650) 696-5469

Palo Alto Medical Foundation (PAMF) Nutrition and Diabetes Education

Please call the location most convenient to you.

Dublin and Fremont: (510) 498-2184

Burlingame: (650) 652-8220

Palo Alto and San Carlos: (650) 853-2961

Santa Cruz County: (831) 460-7333

Mountain View, Los Gatos, Blossom Hill, Santa Clara and Sunnyvale: (650) 934-7177

Sutter Pacific Medical Foundation Maternal-Fetal Medicine: Diabetes and Pregnancy Program/Sweet Success Program

3700 California Street, Suite G-322
San Francisco, CA 94118
(415) 600-6388

Sutter Pacific Medical Foundation Office of Endocrinology

1375 Sutter Street, Suite 208
San Francisco, CA 94109
(415) 600-0110



Diabetes Self-Management Education/Training Services Order Form

Please complete all sections on front and back of form

Patient Information

Patient's Last Name _____ First Name _____ Middle _____

Date of Birth ____/____/____

Gender: Male Female

Address _____ City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____ E-mail address _____

Preferred Language English Spanish Other _____

Diabetes Self-Management Education/Training (DSME/T)

Check type of training services and number of hours requested

Initial DSME/T: _____ or _____ No. hrs. requested
10 hours (1 individual + 9 group) once
in a lifetime benefit and must be
used within 12 consecutive months
following start of DSMT

Follow-up DSME/T: _____ or _____ No. hrs. requested
2 hours (either group or individual)
every calendar year after
Initial benefit is used

If not appropriate for group, select reason below

Patients with special needs requiring individual (1 on 1) DSME/T hours versus group

Check all special needs that apply:

- | | |
|---|--|
| <input type="checkbox"/> Visual impairment | <input type="checkbox"/> Additional training needed (injectable) |
| <input type="checkbox"/> Cognitive Impairment | <input type="checkbox"/> Change in medical condition/tx/dx |
| <input type="checkbox"/> Hearing Impairment | <input type="checkbox"/> Telehealth |
| <input type="checkbox"/> Physical limitation | <input type="checkbox"/> Additional hours requested _____ hours |
| <input type="checkbox"/> Language Limitation | |

DSME/T Content

All content areas will be covered as needed per individualized education plan, unless otherwise specified

Monitoring Diabetes	Diabetes as disease process	Medications
Psychological adjustment	Physical Activity	Prevent, detect, treat complications
Nutritional management	Goal setting, problem solving	Preconception/pregnancy/GDM

Diabetes Self-Management Education/Training Services Order Form

DIAGNOSIS

- Type 1 Diagnosis code _____
- Type 2 Diagnosis code _____
- Gestational Diagnosis code _____

Please send recent labs for patient eligibility & outcomes monitoring

Glucose _____ mg/dl Fasting Non-fasting

Other _____

Reason for Referral

- New dx hypoglycemia hyperglycemia
- Recent admission Freq. ER visits Other _____

Definition of Diabetes (Medicare)

Medicare coverage of DSMT requires the physician to provide documentation of a diagnosis of diabetes based on ONE of the following:

- a fasting blood sugar greater than or equal to 126 mg/dl on two different occasions;
- a 2 hour post-glucose challenge greater than or equal to 200 mg/dl on 2 different occasions; or
- a random glucose test over 200 mg/dl for a person with symptoms of uncontrolled diabetes.

Source: Volume 68, #216, November 7, 2003, page 63261/Federal Register.
Other payers may have other coverage requirements.

Complications/Comorbidities *Check all that apply*

- | | | |
|--|--|---|
| <input type="checkbox"/> Hypertension | <input type="checkbox"/> Neuropathy/gastroparesis | <input type="checkbox"/> Kidney disease |
| <input type="checkbox"/> Non-healing wound | <input type="checkbox"/> Mental/affective disorder | <input type="checkbox"/> Dyslipidemia |
| <input type="checkbox"/> PVD | <input type="checkbox"/> Retinopathy | <input type="checkbox"/> Pregnancy |
| <input type="checkbox"/> Stroke | <input type="checkbox"/> CHD/CAD | <input type="checkbox"/> Obesity |
| | Other _____ | |

I certify that I am the provider treating the participant's diabetes and that DSMT is needed to provide the beneficiary with the skills and knowledge to help self-manage their condition.

Signature and NPI # _____

Date ____/____/____

Print Name _____

Group/practice name _____

Group/practice address _____

Phone Number: _____

Provide completed form to patient or fax to: _____

Diabetes Self-Management Education/Training Services Order Form

Please complete all sections on front and back of form

Patient Information

Patient's Last Name _____ First Name _____ Middle _____

Date of Birth ____/____/____

Gender: Male Female

Address _____ City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____ E-mail address _____

Preferred Language English Spanish Other _____

Diabetes Self-Management Education /Training (DSME/T) number of hours requested

Check type of training services and number of hours requested

Initial DSME/T: _____ or _____ No. hrs. requested

10 hours (1 individual + 9 group) once in a lifetime benefit and must be used within 12 consecutive months following start of DSMT

Follow-up DSME/T: _____ or _____ No. hrs. requested

2 hours (either group or individual) every calendar year after Initial benefit is used

Medical Nutrition Therapy (MNT)

Check type of training services and number of hours requested

Initial MNT: _____ or _____ No. hrs. requested

3 hours (1 individual + 2 group) once in a lifetime benefit and must be used within 12 consecutive months following start of MNT

Follow-up MNT: _____ or _____ No. hrs. requested

2 hours (either group or individual) every calendar year after initial benefit is used

If not appropriate for group, select reason below

Patients with special needs requiring individual (1 on 1) DSME/T hours versus group

Check all special needs that apply:

- | | |
|---|--|
| <input type="checkbox"/> Visual impairment | <input type="checkbox"/> Additional training needed (injectable) |
| <input type="checkbox"/> Cognitive Impairment | <input type="checkbox"/> Change in medical condition/tx/dx |
| <input type="checkbox"/> Hearing Impairment | <input type="checkbox"/> Telehealth |
| <input type="checkbox"/> Physical limitation | <input type="checkbox"/> Additional hours requested _____ hours |
| <input type="checkbox"/> Language Limitation | |

DSME/T Content

All content areas will be covered as needed per individualized education plan, unless otherwise specified

Monitoring Diabetes	Diabetes as disease process	Medications
Psychological adjustment	Physical Activity	Prevent, detect, treat complications
Nutritional management	Goal setting, problem solving	Preconception/pregnancy/GDM

Diabetes Self-Management Education/Training Services Order Form

DIAGNOSIS

- Type 1 Diagnosis code _____
- Type 2 Diagnosis code _____
- Gestational Diagnosis code _____

Please send recent labs for patient eligibility & outcomes monitoring

Glucose _____ mg/dl Fasting Non-fasting

Other _____

Reason for Referral

- New dx hypoglycemia hyperglycemia
- Recent admission Freq. ER visits Other _____

Definition of Diabetes (Medicare)

Medicare coverage of DSMT requires the physician to provide documentation of a diagnosis of diabetes based on ONE of the following:

- a fasting blood sugar greater than or equal to 126 mg/dl on two different occasions;
- a 2 hour post-glucose challenge greater than or equal to 200 mg/dl on 2 different occasions; or
- a random glucose test over 200 mg/dl for a person with symptoms of uncontrolled diabetes.

Source: Volume 68, #216, November 7, 2003, page 63261/Federal Register. Other payers may have other coverage requirements.

Complications/Comorbidities *Check all that apply*

- | | | |
|--|--|---|
| <input type="checkbox"/> Hypertension | <input type="checkbox"/> Neuropathy/gastroparesis | <input type="checkbox"/> Kidney disease |
| <input type="checkbox"/> Non-healing wound | <input type="checkbox"/> Mental/affective disorder | <input type="checkbox"/> Dyslipidemia |
| <input type="checkbox"/> PVD | <input type="checkbox"/> Retinopathy | <input type="checkbox"/> Pregnancy |
| <input type="checkbox"/> Stroke | <input type="checkbox"/> CHD/CAD | <input type="checkbox"/> Obesity |
| | Other _____ | |

I certify that I am the provider treating the participant's diabetes and that DSMT is needed to provide the beneficiary with the skills and knowledge to help self-manage their condition.

Signature and NPI # _____

Date ____/____/____

Print Name _____

Group/practice name _____

Group/practice address _____

Phone Number: _____

Provide completed form to patient or fax to: _____

Hi Dr. [Doctor's Last Name],

First, let me welcome you to the [Enter Your Program/Clinic's Name].

I would like to make you aware that you have a tremendous resource in our Nutrition and Diabetes education department, located in [Physical location: address, building, suite #]. I'd like to personally make myself available to meet with you and I can also reply to an Outlook email or [E.H.R. staff message] if you have any questions about our services.

To refer a patient for general nutrition needs: you can enter [order entry number/ID] or the word, "nutrition" in order entry.

To refer a patient for diabetes education: you can enter [order entry number/ID] or enter the word, "diabetes" in order entry.

If you save it to your [favorites/preference] list, that makes it super easy to find in the future and remember to include any relevant diagnoses by associating them on the order. It is also helpful to write down any special needs or focus on your scheduling notes to us.

The ADA/AADE and AMGA have been campaigning to raise awareness of the 4 times to refer for diabetes. Please see the attached flyers that further explain how we can partner with you in caring for persons with diabetes.

I look forward to working with you.

[Contact Name]

[Contact Title]

[Department]

[Phone/Fax]

[Contact's Email]

- [\[intranet diabetes resource link\]](#)

★ PLEASE FAX AUTHORIZATION TO XXX-XXX-XXXX ★

Diabetes Self-Management Education Training and Medical Nutrition Therapy Services Order Form

Patient Information

Sutter MRN:

Patient's Last Name First Name Middle

Date of Birth / / Gender: Male Female

Address City State Zip Code

Home Phone Other Phone E-mail address

Diabetes self-management education and training (DSME/T) and medical nutrition therapy (MNT) are individual and complementary services to improve diabetes care. Both services can be ordered in the same year. Research indicates MNT combined with DSME/T improves outcomes.

Diabetes Self-Management Education/Training (DSME/T)

Check type of training services and number of hours requested

Initial group DSME/T: 10 hours or no. hrs. requested

G0109 x 18, G0108 x 2

Initial group with special needs requiring individual (1 on 1) DSME/T

Check all special needs that apply: G0108

- Vision Hearing Cognitive Impairment Language Limits Additional Training Additional hrs. requested Other

Follow-up DSME/T: 2 hours or no. hrs. requested

G0108 x 2

DSME/T / Content

- All topics Monitoring diabetes Psychological adjustment Nutritional management Medications Preconception/pregnancy management or GDM Prevent, detect and treat chronic complications Diabetes as disease process Physical activity Goal setting, problem solving Prevent, detect and treat acute Complications

Medicare coverage: 10 hrs. initial DSMT in 12 month period from the date of first class or visit.

DIAGNOSIS

Please send recent labs for patient eligibility & outcomes monitoring

- ICD -10 Diagnosis code Type 1 Type 2 Gestational

Complications/Comorbidities

Check all that apply:

- Hypertension Dvslroidemia Stroke Neuropathy PVD Kidnev Disease Retinopathy CHD Non-healing wound Pregnancy Obesity Mental/affective disorder Other

Medical Nutrition Therapy (MNT)

Check type of MNT and/or number of additional hours requested

Initial MNT 3 hours or no. hrs. requested

Annual follow-up MNT 2 hours or no. hrs. requested

Additional MNT services in the same calendar year

Additional hrs. requested

Please specify change in medical condition, treatment and/or diagnosis:

Current Treatment:

- Diet and Exercise Oral Agents Insulin

Recent Labs: attach or write in

- FBG Date HgbA1C Date Micro-albumin Date Total Cholesterol Date HDL Date LDL Date Triglycerides Date

Medicare coverage: 3 hrs. initial MNT in the first calendar year plus 2 hrs. follow-up MNT annually. Additional MNT hours available for change in medical condition, treatment/and or diagnosis.

Definition of Diabetes (Medicare)

Medicare coverage of DSMT and MNT requires the physician to provide documentation of a diagnosis of diabetes based on one of the following: A fasting blood sugar great than or equal to 126 mg/dl on two different occasions A 2 hour post-glucose challenge greater than or equal to 200 mg/dl on 2 different occasions; or A random glucose test over 200 mg/dl for a person with symptoms of uncontrolled diabetes.

Source: Volume 68, #216, November 7, 2003, page 63261/Federal Register

Other payors may have other coverage requirements.

Signature and NPI# Date / /

Group/practice name, address, and phone:

