



ARROWHEAD REGIONAL MEDICAL CENTER
Department of Ambulatory Care Services
Specialty Care Policies and Procedures

Policy No. 575 Issue 1
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SECTION: PATIENT CARE

SUBSECTION: PATIENT AND FAMILY EDUCATION

SUBJECT: DIABETES SELF-MANAGEMENT EDUCATION PROGRAMS

APPROVED BY: _____
Clinical Director

POLICY

Diabetes Self-Management Education (DSME) is a program conducted in the outpatient setting that provides patients with the knowledge, skills, and support they need to manage their diabetes. Patients who receive diabetes education have lower healthcare costs due to fewer hospital readmissions, fewer complications over a lifetime, are more likely to use primary care and preventive services and are more likely to take their medications as prescribed.

PROCEDURES

- I. Scope of Service
 - A. DSME will be provided through group or individual visits. Diabetes educators will work collaboratively with the multidisciplinary team as needed to provide patients with the knowledge, skills, and support they need to manage their diabetes.
 - B. The DSME program follows the guidelines provided in the latest national standards for diabetes education and through the Association of Diabetes Care and Education Specialists (ADCES).
 1. Classes will be based on curriculum compliant with ADCES accreditation requirements.
 - C. Key DSME strategies and goals include:
 1. Increased Patient's knowledge, skills, and resources to manage their diabetes
 2. Encouraging Healthy Lifestyle Modifications
 3. Providing DSME support
- II. Staffing and Training
 - A. The DSME program will be overseen by a quality coordinator. The designated quality coordinator will ensure compliance and implementation of the National Standards of DSME
 1. The quality coordinator will maintain an active certification in Diabetes Care and Education.
 2. The quality coordinator will be responsible for the annual continuous quality improvement plan and evaluating the program on an ongoing basis.

- B. Diabetes education can be provided by registered nurses (RN), licensed vocational nurses (LVN), registered dieticians (RD), health education specialists (HES).
 - 1. Diabetes educators will complete a total number of continuing education units per ADCES guidelines.
 - 2. To ensure instructor competence, diabetes educators must complete a structured observation and teaching process prior to independently providing instruction. This process includes the following steps:
 - a. Observing at least three diabetes education classes led by an experienced instructor.
 - b. Co-teaching three diabetes education classes alongside an experienced instructor.
 - c. Being observed teaching three diabetes education classes by an experienced instructor to assess teaching effectiveness and ensure the required level of competency
 - 3. Diabetes educators will document progress notes in the electronic health record (EHR) after every encounter with enrolled patients.
- C. DSME program staff are available Monday through Friday from 8am to 4:30pm. The department is closed on weekends and holidays.

III. Referral Process

- A. An authorized referral will be needed to schedule patients to DSME programs.
- B. Patients who qualify for DSME programs will be contacted and scheduled for group and/or individual education, depending on authorization and patient needs.
 - 1. The total number of education hours received by patients will be in alignment with regulatory requirements.
- C. Deferment process
 - 1. Referrals will be deferred after 3 no-shows or 3 unsuccessful attempts to contact the patient.
 - 2. After deferment, the referring practitioner will be notified, and a new referral will be needed to reenroll the patient into the classes.
- D. Closing communication with referring practitioners.
 - 1. Referring practitioners will be notified when the patient has completed the program or when the patient is deferred.

REFERENCES: Association of Diabetes Care & Education Specialists. (n.d.). ADCES7 self-care behaviors. ADCES. <https://www.adces.org/diabetes-education-dsmes/adces7-self-care-behaviors>

Centers for Disease Control and Prevention. (2024, May 14). *Medicare reimbursement guidelines: Diabetes self-management education and support (DSMES) toolkit*. Centers for Disease Control and Prevention. <https://www.cdc.gov/diabetes/dsmes-toolkit/reimbursement.html>

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DEFINITIONS: N/A

ATTACHMENTS: N/A

APPROVAL DATE:	01/12/2026	Katrace Moore, Clinical Director <small>Department/Service Director, Manager or Supervisor</small>
	02/17/2026	Nursing Standards Committee <small>Applicable Administrator, Hospital or Medical Committee</small>
	02/25/2026	Patient Safety and Quality Committee <small>Applicable Administrator, Hospital or Medical Committee</small>
	03/05/2026	Quality Management Committee <small>Applicable Administrator, Hospital or Medical Committee</small>
	03/26/2026	Medical Executive Committee <small>Applicable Administrator, Hospital or Medical Committee</small>
	06/23/2026	Board of Supervisors <small>Approved by the Governing Body</small>

REPLACES: N/A

EFFECTIVE: 09/20/2024

REVISED: N/A

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