

D3: Using Data to Measure the Effectiveness of Your Diabetes Self-Management Program

Speaker: Johnnie Brasuell, ARNP, CDE
 Robin Thompson, MS, APRN, BC-ADM, CDE

Diabetes self management education (DSME) has been the cornerstone of effective diabetes care. The goal of DSME is to provide knowledge and to empower persons with diabetes to make changes to effectively manage their care. The American Diabetes Association (ADA) National Standards for Diabetes Education addresses the importance of evaluating DSME programs at specific time intervals to ensure quality. The ADA and IHS Education Recognition Programs require documented program effectiveness for accreditation. The need to examine the effectiveness of DSME programs has also been influenced by third party payers such as the Center for Medicare and Medicaid Services (CMS) and other health care insurance programs. Therefore, diabetes education programs are challenged to demonstrate the effectiveness of their services with objective and quantifiable data. This is best evidenced through the analysis of outcome measurements from multiple individuals who have participated in similar services provided by the DSME program. Pre and post program measurements related to knowledge and skill level, self-care behavior and clinical indicators are the most widely accepted. Measurements related to knowledge and skill level can demonstrate immediate outcomes. Intermediate outcomes are best demonstrated through behavior change and clinical indicators over a defined period. Long term outcomes, such as complication rates, can be monitored post program completion. A systematic approach is needed to determine what will be measured, how it will be measured, when to measure and what do all these measurements mean. It isn't rocket science, but it takes planning, testing and evaluating. The end results are outcome measurements that can be used to monitor and improve the effectiveness of a DSME program.

1. American Diabetes Association. National standards for diabetes self-management education. *Diabetes Care* 30:1630-1637.
2. Mulcahy K, Maryniuk M, Peebles M, et al. Position statement: Standards for outcomes measurement of diabetes self-management education. *Diabetes Educ.* 2003;29:804-816.
3. American Diabetes Association Education Recognition Program. Available at <http://www.diabetes.org>. Accessed Sept. 2007.
4. IHS Integrated Diabetes Education Recognition Program. Available at <http://www.ihs.gov/MedicalPrograms/Diabetes/recognition>. Accessed Sept 2007.
5. Bardsley J, Bronzini B, Harriman K, Lumber T: *CQI: A step by step guide for quality improvement in diabetes education*. Chicago, IL, American Association of Diabetes Educators, 2005.