Redesign of a Comprehensive Low-Literacy Certified Diabetes Education Program

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BACKGROUND

The Diabetes Insurance Law of 1994 mandates that all insurance companies provide coverage for medically-necessary diabetes self-management education and education relating to diet when provided by an MD or other medical provider, staff as part of diabetes diagnosis and treatment, a certified diabetes nurse educator, a registered dietician or a certified nutritionist or dietician.

The Diabetes Education Program at NYULMC is certified by the American Diabetes Association. Services are provided by a Certified Diabetes Registered Nurse Educator and a Registered Dietician under the Direction of the Director of Patient and Family Education. They work with ambulatory and hospitalized patients. Endocrinologists throughout the medical center and outside services refer their patients for comprehensive diabetes education and assistance with diabetes pumps and monitoring devices.

METHODS

1. Curriculum redesign to include:
   - Standardized individual instruction and equipment demonstrations,
   - Group discussions and peer support
   - Educational sessions for pregnant women with gestational diabetes
2. Comprehensive outreach efforts to inform nursing staff and medical providers of availability of services
3. Information sessions with clinical leadership
4. Weekly monitoring and follow-up with patients
5. A Certified Diabetes Educator (registered nurse)
6. A Registered Dietician (for nutritional counseling)

GOAL

- Integrating diabetes education into the patient care plan for all eligible patients

NOTE: More than 30% of the patients seen at NYULMC have a diabetes diagnosis.

RESULTS

- A 91% Increase in patient participation
- Accreditation by the American Diabetes Association

CONCLUSION

Continuous increases to participation in Diabetes Education Program through:

- Continuous outreach to patients and providers regarding available services
- Redesign and standardization of diabetes education curriculum
- Low literacy handouts
- Active follow-up to ensure continued participation
- Continuous reporting and quality review

RESOURCES

American Diabetes Association, 2015.