

DOMAIN 2: Communication and Advocacy

The diabetes care and education specialist advocates for and communicates about improved quality of care and outcomes for those living with, at risk for, and affected by diabetes and cardiometabolic conditions.

COMMUNICATION

- 2.1 Communicates with sensitivity and respect in all encounters
- 2.2 Listens actively and communicates empathetically to effectively connect with individuals, groups, and communities
- 2.3 Confidently communicates to promote change when necessary
- 2.4 Communicates effectively through writing, presentations, reports, and public speaking
- 2.5 Uses evidence-based educational materials and theories consistent with person's chronological and developmental age, health literacy/numeracy level, cultural or ethnic background, and physical or cognitive abilities
- 2.6 Uses principles of health literacy and numeracy as appropriate to frame communication
- 2.7 Competently and confidently uses technology to optimize care
- 2.8 Uses effective counseling techniques such as motivational interviewing and shared decision-making for collaborative goal setting
- 2.9 Collaborates with person to develop and prioritize behavior goals aligned with the integrated treatment and support plan
- 2.10 Collaborates with the person to assess progress towards goals and modifies interventions accordingly
- 2.11 Leads or participates in meetings, local, state or national groups, or associations effectively and efficiently
- 2.12 Provides constructive feedback when appropriate to improve care delivery and performance of the interprofessional team

ADVOCACY

- 2.13 Develops strategies to promote the role of the diabetes care and education specialist
- 2.14 Advocates for the value of services offered by diabetes care and education specialists, including programs focused on management, education, prevention, and support of diabetes and cardiometabolic conditions
- 2.15 Communicates to stakeholders the current health impact of prediabetes, diabetes, and cardiometabolic conditions in their practice setting, community, county, region, state, and/or nation
- 2.16 Collaborates with stakeholders on a local, regional, or national level to improve access to and quality of care and education for diabetes and cardiometabolic conditions
- 2.17 Partners with wellness and community stakeholders to support the prevention and management of chronic diseases, including prediabetes, diabetes, and cardiometabolic conditions
- 2.18 Collaborates with the interprofessional team to align best practices with person-centered goals
- 2.19 Models advocacy for safe, high quality, and person-centered care