

Standard 1

Mission Statement Definition: A mission statement is a brief description of a company's fundamental purpose. A mission statement answers the question, "Why do we exist?" The mission statement articulates the company's purpose both for those in the organization and for the public.

Sample Mission Statement/ Goals:

Mission Statement:

Our mission is to empower our clients with the self-care management skills necessary to improve their quality of life, using what they have learned through diabetes education and disease management strategies.

Goals:

- To impact the lives of our clients through the services and products we provide.
- To enable clients to take charge of their health and healthcare through interactive education, self-management coaching, and empowerment.
- To provide current evidence based education in an open and conducive environment.
- To become a medium of healthcare change to the community in which we serve.

Organizational Chart/Structure:

The Organizational Chart is a graphic depiction of formal relationships within the organization that identifies areas of responsibility, accountability relationships and channels of communication. The Organizational Structure is a design of the organization through which the enterprise is administered. The design of an organization facilitates the performance of work and the flow of information.

Policy and Procedure: This is to ensure your program has policy and procedures in place to maintain your programs integrity. For example, a policy and procedure on how your program communicates with the physician from referral to follow-up. A policy is a governing plan for accomplishing goals and objectives. The goal is to provide communication and the objectives are how you will accomplish the goal (i.e., Faxing information, Electronic Medical Records etc.) Procedure is the course of action undertaken by a diabetes educator in relation to DSME/T that is intended to achieve a specific behavior goal, behavior change or clinical outcome. **Some of your policies may be requested during the review process. They will be looked at during an on-site visit.**

Job Descriptions:

Job descriptions are a requirement to ensure the Program staff is congruent with the program needs, including educational needs of the target population. Please see two samples provided.

SAMPLE JOB DESCRIPTION

TITLE: Diabetes Educator/Professional Diabetes Program Instructor

REPORTS TO: DSME/T Program Coordinator

SUPERVISES: Non-professional instructional staff

POSITION OVERVIEW:

- Provides individualized diabetes self-management education/ training to individuals and groups according to the Scope of Practice, Standards of Practice, and Standards of Professional performance for Diabetes Educators (AADE, 2005).

DUTIES AND RESPONSIBILITIES:

80% (Instruction of program participants):

- Collects DSME/T program participant assessment data, using the AADE7 framework, in a collaborative and ongoing manner.
- Collaboratively develops educational goals, learning objectives and a plan for educational content and teaching methods with DSME/T program participants.
- Provides educational interventions that utilize primarily interactive, collaborative, skill-based training methods and maximizes the use of interactive training methods.
- Collaboratively develops an individualized follow-up plan with each program participant.
- Evaluates effectiveness of educational services provided by measuring attainment of learning objectives.
- Conducts a follow-up assessment upon completion of DSME/T program services, using outcome measures from the AADE7 Continuum of Outcomes Framework.
- Documents assessment data, educational plan, educational services provided and evaluation results in each participant's educational records.
- Utilizes a team approach to provide services and collaborates and communicates with team members when needed.

- Identifies when a program participant's needs are outside the scope of the instructor's practice and expertise, plus arranges for additional services to meet needs.

20% of the time:

- Participates in the development of training materials.
- Contributes to, and participates in, a continuous quality improvement process to measure DSME/T program and to identify and address opportunities for improvement.
- Appraises his/her performance to identify areas of strength and areas for improvement and to develop a plan for improvement and growth.
- Participates in peer review process to evaluate performance of other professional instructional staff.
- Maintain 15 hours of continuing education annually specific to diabetes, diabetes related topics and behavior change and self-management education strategies.

KNOWLEDGE, SKILLS AND ABILITIES:

- In-depth knowledge about current diabetes treatment management.
- Able to lead and effectively manage groups.
- Ability to develop a collaborative, therapeutic alliance with individuals.
- Basic computer skills (use of Internet and e-mail).

EXPERIENCE/EDUCATION:

- A healthcare professional who is also a certified diabetes educator, or who is eligible to become a certified diabetes educator.
- Credentialed as a diabetes education specialist or diabetes clinical management specialist preferred.
- Minimum of 6 months experience (preferably more) providing diabetes education and/or 15 contact hours within past year in diabetes and diabetes clinical and educational subjects.

SAMPLE JOB DESCRIPTION

TITLE: DSME/T Program Coordinator

REPORTS TO: _____ (manager, administrator, CEO, etc.)

SUPERVISES: DSME/T program staff

- **POSITION OVERVIEW:** Provides oversight for planning, implementation and evaluation of the DSME/T program and ensures the systematic and coordinated delivery of diabetes educational services.

DUTIES AND RESPONSIBILITIES:

- Provides direction for the selection, and ongoing review, of the curriculum and educational materials to ensure they meet the needs of the population targeted.
- Directs marketing activities
- Develops and directs the implementation of an annual program evaluation plan and performance improvement activities, including CQI projects.
- Ensures that DSME/T program accreditation requirements are met and maintained.
- Oversees the diabetes educational process and ensures that services are provided in an individualized and fiscally feasible manner.
- Develops and maintains relationships and partnerships with community groups, payers and potential referral sources.
- Interfaces with the Volunteer Accreditation Advisory Group.
- Maintain 15 hours of continuing education annually as it relates to the profession.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge about chronic disease management and disease self-management educational processes
- Supervisory abilities
- Knowledge about program management
- Proficient in various computer applications, including spreadsheets
- Marketing skills

EXPERIENCE/EDUCATION:

- Education and/or experience in program management (*specific extent of education or experience specified according to size/scope of program*).
- Education in, and/or experience with, chronic diseases and disease self-management (*specific extent of education or experience specified according to size/scope of program*).