

Standard 4

National Standard	Essential Highlights	Interpretive Guidance	Checklist
<p>Standard 4: Quality Coordinator Overseeing DSMES Services</p> <p><i>A quality coordinator will be designated to ensure implementation of the Standards and oversee the DSMES services. The quality coordinator is responsible for all components of DSMES, including evidence-based practice, service design, evaluation, and continuous quality improvement.</i></p>	<p>For DSMES to be sustainable, quality must be a priority.</p> <p>Most importantly, the quality coordinator is charged with collecting and evaluating data to identify gaps in DSMES, providing feedback on the performance of the DSMES services to team members, referring practitioners, and the organization's administrator.</p> <p>The quality coordinator utilizes data mining to inform payers and members of the health care team of the clinical outcomes of DSMES.</p> <p>Although the quality coordinator does not require additional degrees or certifications in informatics, developing an understanding of these skills-as well as marketing, health care administration, and business management-will be helpful as the health care environment evolves.</p>	<p>Standard 4 focuses on the leadership of the services through the quality coordinator.</p> <p>Qualifications Quality coordinators must be aggregators of data and be able to communicate outcomes to key stakeholders. Resume and/or CV must reflect experience with chronic disease management, facilitating behavior change, and experience with managing clinical services and lists current position as providing oversight of DSMES services.</p> <p>In order to provide adequate oversight, the quality coordinator may need to expand their skills in business-related areas such as program management, education, chronic disease care, behavior change.</p> <p>Oversight of DSMES Services The quality coordinator is responsible for implementation of the standards, ensuring services are evidence-based, making sure service design incorporates population needs, ensuring ongoing service evaluation and continuous quality improvement plan is reviewed at least annually. Examples of documentation of the coordinator's oversight include but are not limited to a resume or CV, a job description, competencies, or a performance review.</p> <p>Continuing Education Documentation Documentation of continuing education must be on an official transcript or copies of CE certificates; a listing or spreadsheet generated by the team member is not adequate.</p> <p>Documentation must be collected annually based upon calendar year or accreditation date, but must be consistent throughout the 4-year accreditation cycle. Initial accreditation requires credits to be obtained within the 12 months prior to applying for accreditation.</p>	<p>9. Evidence of coordinator's resume and/or CV</p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>10. Evidence of documentation that the quality coordinator provides oversight of DSMES services, which includes:</p> <ul style="list-style-type: none"> • Implementation of the standards • Ensuring services are evidence-based • Making sure service design incorporates population needs • Ensuring ongoing service evaluation and continuous quality improvement plan is reviewed at least annually <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>11. Documentation that the Quality Coordinator obtained a minimum of 15 hours of CE credits within 12 months prior to accreditation and annually throughout the accreditation 4-year cycle OR maintain current CDE or BC-ADM certification.</p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>

Quality Coordinator Overseeing DSMES Services:

A quality coordinator will be designated to ensure implementation of the Standards and oversee the DSMES services. The quality coordinator is responsible for all components of DSMES, including evidence-based practice, service design, evaluation, and continuous quality improvement.

AADE Interpretive Guidance:

Standard four focuses on the leadership of the program through the quality coordinator.

The breadth and depth of responsibilities of the quality coordinator will vary with the program size and complexity, but, at a minimum, the coordinator must have the ability to be responsible for planning, implementation and evaluation of services.

- The quality coordinator must have skills and experience chronic disease management, facilitating behavior change, in addition to experience with program and/or clinical management.
- The quality coordinator must provide documentation of 15 hours of diabetes-related CEU's* **OR** a copy of current CDE or BC-ADM certificate.

**Must be within 12 months prior to application for new applications*

Documentation Requirements for Standard 4:

The components for this standard are:

- Evidence of coordinator's resume and/or CV
- Evidence of documentation that the quality coordinator provides oversight of DSMES services
- Documentation that the Quality Coordinator obtained a minimum of 15 hours of CE credits within 12 months prior to accreditation and annually throughout the accreditation 4-year cycle OR maintain current CDE or BC-ADM certification.

Resume or CV of Quality Coordinator

- Include copy of resume or CV of Quality Coordinator

Job Description of Quality Coordinator

The Quality (program) coordinator provides oversight of the DSMES, ensuring:

- Implementation of the standards
- That services are evidence-based
- That service design incorporates population needs
- That the continuous quality improvement plan is reviewed at least annually
- That data is collected and evaluated to identify gaps in services
- That there is outreach to key stakeholders for their input on services, quality, utilization, access sustainability

Documentation of Continuing Education or Current CDE or BC-ADM

- For CDE or BC-ADM: Provide copy of official certificate
- Others: Provide copies of Official CE Certificates totalling 15 hours
- Must be within 12 months prior to application for new applications
- For renewals, either calendar or accreditation anniversary year