

AADE DEAP POLICY



POLICY NUMBER: 1

TITLE: INITIAL ACCREDITATION APPLICATION PROCESS

AADE is the only organization dedicated solely to diabetes education. AADE has the expertise and resources required to support Diabetes Self-Management Training (DSMT) programs. The Diabetes Education Accreditation Program (DEAP) includes program flexibility, multi-site accreditation, a simple fee structure and a stop-start online application with the ability to upload supporting documents for each national standard. DEAP not only supports sites in traditional settings, but has significantly expanded program options for diabetes care professionals by offering improved support for community-based settings such as physician offices, pharmacies, churches, and community centers. A DSMT program is eligible for accreditation if it provides “out-patient” services that have fully implemented the National Standards for Diabetes Self-Management Education and Support. A program must be up and running and have taken at least one patient through the program before it is eligible to apply. A DSMT Program may receive accreditation even if they chose not to bill Medicare.

POLICY

AADE DSMT program accreditation is intended for diabetes education services provided in the non-acute care setting. Any entity that provides DSMT services, regardless of eligibility to receive reimbursement, is eligible to apply. AADE accreditation, as one of the joint writers, embraces the National Standards for Diabetes Self-Management Education and Support (NSDSMES) NSDSMES and abides by these standards.

The process for programs seeking AADE accreditation for the first time will consist of an in-depth and comprehensive review that determines the extent to which all ten NSDSMES are being implemented. Upon demonstration of successful implementation of the NSDSMES, the framework upon which accreditation is based, accreditation is awarded for 4 years, with a requirement for annual reporting each year on their accreditation anniversary date (See Annual Status Report). If most but not all NSDSMES are fully met at the time of the review, programs have the opportunity to address those unmet elements within a specified time frame. This timeframe will be set by AADE and depends on the work needed to bring the program into compliance. Technical assistance will be available to assist programs in implementing unmet elements. Accreditation is awarded to DSMT programs which are either stand alone or with multiple sites. Each site is an integral part of the DSMT program. The DSMT program coordinator is responsible for ensuring that the NSDSMES are implemented and maintained at any and all sites that are considered part of the program, i.e. identified on the accreditation application.

PROCEDURE

Applicant Role

Potential applicant reviews policies and procedures for AADE accreditation, application instructions, the National Standards for Diabetes Self-Management Education and Support and the AADE Interpretive Guidance on the AADE website. The checklist in the Interpretive Guidance along with the Education Record Review can be used as a self-assessment to determine if a program has everything in place to meet the standards. There is also a list of components needed for each standard on the AADE website. Once the potential applicant ascertains eligibility and readiness to submit an application, they proceed to completing the online application and submitting payment. Once payment is received and processed, their application is put into review.

AADE's Role

Application and supporting documents are reviewed by AADE staff for completeness and will notify the applicant within 30 days if anything is missing or incomplete. At this stage, programs may be randomly selected for an onsite audit, or they will be scheduled for a telephone interview to complete the review process. AADE staff with experience and knowledge of the National Standards and accreditation requirements and process will review the application for compliance prior to the telephone interview. Any concerns are then discussed with the coordinator during the phone interview. The AADE staff may request an additional review by the Chief Science and Practice Officer if compliance is questionable.

The telephone interview

- Will include the program coordinator and at least one professional instructional staff member, if applicable. If the program Coordinator is also an instructor the phone interview can consist of just one person.
- Agenda for the call includes:
 - Verifying name they have entered for the program matches their billing entity NPI
 - Verifying the information entered in the online application for address, phone, email, instructors, and sites
 - Walking through any concerns with any of their supporting documents for each standard
 - Notifying the coordinator if the program's accreditation has been approved or not. If not, they are notified of any corrections or additions to get into compliance and a deadline is set for submission or a second call is set up if needed.
 - If accreditation is approved, to discuss next steps, which include:
 - Coordinator will receive a congratulations email within one week of the call
 - They must reply to that email to confirm the information is correct
 - Their certificate and welcome packet is mailed to the address listed in their online application by a tracked method

- Their accreditation is good for 4 years, but each year they will be asked to submit an Annual Status Report, so the instructions for completing that report are reviewed on the call
- We also review that they could be audited by AADE, Medicare, or both and how to be audit ready
- They are given one year of free membership in AADE
- We review the telehealth and logo use policies

On-site audit for New Applicants

New applicants may receive an on-site audit in lieu of the phone interview. These programs are chosen randomly or based on the information submitted. If at any time AADE feels a program is not meeting the NSDSMES Standards or there are concerns with compliance, an on-site audit may be performed.

- AADE is required to audit 5% of all accredited DEAP programs annually, with a minimum of 44 and up to 70 programs. These can be either new or renewing programs.
- The onsite audit will be conducted by at least one Volunteer Accreditation Auditor (VAA) according to an established audit protocol.
- Findings from the onsite audit will be reviewed by AADE staff and the VAA and a decision made within ten working days of the on-site audit, using criteria outlined in *Policy 3: Decision-Making Process*.

Upon demonstration of successful implementation of the NSDSMES Standards, accreditation is awarded. There is only one type of accreditation offered by AADE which is full accreditation for a program that meets the NSDSMES Standards. However, if most but not all NSDSMES Standards are fully met at the time of the review, programs have the opportunity to address those unmet elements within a specified time frame before accreditation is determined. Technical assistance is available to assist programs implement unmet elements.

Application Approved

When accreditation is granted, a congratulatory e-mail is sent to the program coordinator within one week of the decision-making process conclusion. The e-mail includes accreditation award status, Program Name draft, request to verify the spelling and verbiage of the Program title, AADE logo files and a Media Release template. After the program coordinator verifies in writing the Program Name is correct, an accreditation certificate is issued via postal mail within ten working days.

The date of accreditation begins on the date that the application is approved by AADE (effective date) and is awarded for a four-year period. The program will be added to the published list of AADE accredited DSMT programs on the AADE website. Medicare will be notified in our monthly report and the program will be instructed to submit a copy of their certificate to their regional Medicare Administrative Contractor.

Application Approval Pending

If accreditation requirements are not substantially met, AADE staff will discuss the unmet elements during the telephone interview and send a list in writing via email to the program coordinator immediately after the phone interview. A copy of the email will be put in their program folder on the T-drive.

- The program will be given a specific timeframe to submit documentation that provides evidence the unmet elements have been implemented.
- If evidence is not submitted within the timeframe set, accreditation will be denied.
- If accreditation is denied, the program/coordinator will be notified by email and by (certified) letter that the National Standards for Diabetes Self-Management Education and Support were substantially unmet and that they are not ready to be quality accredited.
- The application fee is non- refundable. Programs may reapply ninety days after the date of denial.

See Policy 3: Decision-Making Process and Policy 4: Deficiency Notification.

Additional Information

Please see our Applying for Accreditation section of our website

[https://www.diabeteseducator.org/practice/diabetes-education-accreditation-program-\(deap\)/applying-for-accreditation](https://www.diabeteseducator.org/practice/diabetes-education-accreditation-program-(deap)/applying-for-accreditation)