

## **POLICY NUMBER: 3**

### **TITLE: DECISION-MAKING PROCESS**

## **POLICY**

The structure of the DSMT accreditation program will ensure the integrity of essential certification decisions at all levels to protect against undue influence that could compromise accreditation decision-making. The accreditation program shall be comprised of AADE staff who have accreditation experience and knowledge. Decision-making at the DSMT program review level will be conducted by AADE staff. Should a program challenge a decision, the application will be forwarded to 3 volunteer auditors for review and final decision-making.

## **PROCEDURE**

### **Decision-Making Criteria**

Decisions about compliance with the NSDSMES will be made by AADE staff, assisted by the Volunteer Accreditation Auditor (VAA) who conducted the on-site audit. (see policy 15) The following criteria will serve as the basis for decision-making.

### **Full Accreditation**

- The DSMT program is in substantial compliance, which is defined as the provision of evidence that the essential elements for each NSDSMES have been met.

### **Extension of Application Time to Complete Unmet Essential Elements**

- There is evidence that there are sufficient resources to implement any unmet essential elements that do not jeopardize patient health within a set timeframe by AADE Staff (i.e., “correctable deficiencies”).
- Examples of correctable deficiencies (this list is not exhaustive):
  - Standard 1: Revising the organizational chart to accurately depict the organizational structure and relationships
  - Standard 4: Revising a job description to accurately reflect the scope of responsibilities of DSMT program instructors or coordinator
  - Standard 6: Updating the curriculum
  - Standard 7: Provide additional chart to ensure compliance
  - Standard 8: Developing a process that ensures that the referring provider will receive information about educational services provided and participant outcomes
  - Standard 10: Documenting a systematic CQI process

## **Denial of Accreditation**

If there are uncorrectable deficiencies (deficiencies for which there are insufficient resources to implement unmet essential elements within ninety days or there are deficiencies that jeopardize or adversely affect patient health), a persistent history of deficiencies (failure to maintain corrective action) and/or consistent lack of compliance with accreditation program requirements, then accreditation will be denied.

## **Examples of unmet deficiencies that would result in removal of accreditation**

- Non-CDE instructors were not adequately trained
- The DSMT program was fraudulent
- Patient rights were abused (e.g., confidentiality breached)
- There is not a qualified DSMT program coordinator

**Individuals involved in the decision-making process** will have the necessary education and experiences to promote valid and reliable decision-making.

- AADE staff
  - Education and experience
    - Minimum of a master's degree in a field of study that relates to health care, education, program management and administration, or outcomes analysis
    - Education or experience in health program evaluation/accreditation
    - Experience in diabetes education
- Volunteer Accreditation Auditors (VAA)
  - Education and experience
    - Previous experience with a DEAP accredited DSMT program
    - Holds a current unrestricted United States license or registration
    - Experience of coordinating a DEAP program for at least 2 years preferred
    - Previous experience with health care program review/auditing preferred
  - Content and frequency of training
    - Volunteer auditors will participate in an AADE Accreditation Program training process and episodic continuing education conference calls (minimum annually)
    - This can be done 1:1 based on volunteer needs and availability
  - Process if VAAs are involved with an entity under evaluation
    - All auditors will be required to disclose in writing any relationships with other DSMT programs that could result in bias and no auditor will be assigned an auditor to review a program with which an identified relationship has been disclosed
    - As a general rule, any auditor assigned to an audit or other review should be outside of the DSMT program's market area (identified as living or working within a fifty-mile radius of the DSMT program being audited)