Tips for Engaging DSMES

A Little Prep Work Makes Sessions More Individualized

About Our Program

We have participants from 16-90+ years of age. We provide DSMES classes, consults, insulin pumps, MNT, type 2 diabetes prevention, insulin instruction, glucose monitoring guidance using meters and CGM, and inpatient and outpatient support. We provide information in many languages and have extra support in Spanish and several Asian languages.

Start with a Questionnaire

We use a health questionnaire to find out what an individual expects or wants from the program. Make sure you address cultural and religious influences. Do they fast for personal or religious purposes? Are there foods that are important to their culture? What devices do they use and need assistance with? Do they take insulin and if so, how is it administered?

When you're planning your group session, keep it simple and go more in-depth as needed based on participant requests. Start with the questionnaire and the core areas of management. We discuss medications they are taking and how they work, how to treat high blood sugar, and what they can do to prevent and treat low blood sugars.

Prep work can also help your telehealth sessions. Consider these tips:

- Text message reminders are helpful to ensure everyone arrives on time.
- Share YouTube videos ahead of sessions on how to use the platform.
- Make sure everyone is comfortable using the telehealth platform and try to group those with the same skill level to avoid frustrating more advanced users.
- When class starts, be sure to set expectations such as muting their mic when not speaking.
- If you share meal plans, send those in advance to give your participants time to review and prepare questions.

For additional tips, visit
DiabetesEducator.org/EngagingDSMES.

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