

**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS  
POLICY & PROCEDURE**

**NUMBER: 260**

**VERSION: 3**

**SUBJECT/TITLE:** **MULTIDISCIPLINARY STANDARDIZED DIABETES PATIENT TEACHING**

**POLICY:** Diabetes education and support will be initiated upon diagnosis or entry in the health care system and will be continued throughout duration of care by a multidisciplinary team.

**PURPOSE:** To facilitate a patient centered approach and promote necessary knowledge, skill and ability to provide self-care needed to manage diabetes.

To provide standardized patient education to all patients with Diabetes regardless of service where they receive health care.

**DEPARTMENTS:** All

**DEFINITIONS:** Patient:  
Includes patients as well as family members and significant others.

Assessment:

- Each patient's understanding of diabetes will be assessed by different members of multidisciplinary team throughout their hospitalization.
- The ongoing process by which a client's medical, physical and emotional needs, and resources are evaluated and discussed with patient and within multidisciplinary team members. The patient's age, general health, eating patterns, social situation, language, current lifestyle, occupation, learning ability, readiness to learn, acceptance of diabetes, and current knowledge of diabetes will be taken into account when planning education.
- Patient's ability to follow recommendations related to schedules with medication, meal time, etc. needs to be discussed with patient and multidisciplinary team.

Standardized Teaching:

Diabetes education materials – based on American Diabetes Association Standards and National Diabetes Education Program.

Individualized Patient Approach :

Patient centered approach which supports patient education based on patient's age and level of understanding of diabetes. Education should be in patient's language

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and should be geared to patient's level of literacy and numeracy, patient's ability to follow specified treatment at home given resources available.

Patient education at every level should include the "Teach Back" method to ensure patient understanding. Teach Back method allows facilitators to evaluate for patient understanding, ability to perform task (dexterity, literacy, numeracy). Teach Back method also allows "validation: and encouragement patient can do this at home. Asking patients for return demonstration allows staff opportunity to clarify key points and /or reteach key points as necessary.

**PROCEDURE:** All patients with diagnosis of diabetes, regardless of reason for admission should receive the following education by multidisciplinary team :

**A. Survival Skills**

- Diabetes disease process
- Signs and symptoms of hyperglycemia
- .Recognition, prevention and treatment of hypoglycemia
- Medical Nutrition Therapy
- Blood glucose monitoring (teach back)
  - How, when and why should they test?
  - Individual blood glucose target (parameters)
- Medications –purpose , name and schedule
- Insulin –purpose , name, schedule + self-injection (teach back)
- Complications of uncontrolled diabetes
- Sharps disposal
- Problem solving
- Healthy coping

**B.** All patients with diagnosis of diabetes, regardless of reason for admission should be scheduled to attend Diabetes Self-Management Education and Support sessions offered in hospital during their hospitalization if possible, or as outpatient.

**C.** Patients with diagnosis of diabetes, regardless of reason for admission should be offered a consult with medical social service.

**D. Follow-up care**

Referral or Follow-up appointment with health care provider

Appointment scheduled for Diabetes Self-Management Education and Support Sessions

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**DOCUMENTATION:** Patient's electronic Medical record

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| Reference:   |   |
| 1. American Diabetes Association: Clinical Practice Recommendations. Diabetes Care. January 2015 ; (Supplement 1). |   |
| 2. National Diabetes Education Program 2015.   |   |
| 3. Core Curriculum for Diabetes Educators 5 <sup>th</sup> edition 2003   |   |
| Approved by: VEC-2015 Jan  | Date: 02/26/2016                        |
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