

# COMPLETING THE DIABETES STANDARDS RECOGNITION PROGRAM SELF-ASSESSMENT DOCUMENTS

## STEP 1: IS YOUR DIABETES EDUCATION TEAM READY?

1. Ensure the support of all of your diabetes education team members.
2. Engage administrators, as appropriate (sample letter provided with program binder).
3. Appoint a team coordinator, who will accept responsibility for applying for recognition, arranging meetings, coordinating completion of all reports and be available for required follow-up.
4. Organize a timetable of regular meetings—with all team members participating—to begin the self-assessment process, plan client surveys, chart audits, etc.

## STEP 2: GETTING STARTED

Ensure that all members are prepared for the first meeting by:

1. Reading the current *Standards for Diabetes Education in Canada 2005* booklet, and reviewing the three categories of Standards (“Process,” “Outcome” and “Structure”) and examples of indicators given that may demonstrate your achievement of these standards. Information on the most recent Standards can be obtained from the CDA’s website.
2. Read the “Glossary of Relevant Terms” in *Standards for Diabetes Education in Canada 2005*.
3. Review information needed to complete the “Profile of the Diabetes Education Centre” (Binder: Section 3). Completion of the Profile section includes the entry of administrative data and statistics regarding client visits over the past year.

4. Review the self-assessment documents (Binder: Section 3), which provide other indicators and opportunities for you to present program-specific data indicating how each standard can be met.
5. Reflect upon how your centre applies these indicators, or in what other ways your centre meets the standard.

### **STEP 3: PROFILE OF THE DIABETES EDUCATION CENTRE**

Administrative data and statistics regarding the past year of operation will be needed to complete your Diabetes Education Centre's profile. Some of this data will be helpful later in the process, when you are completing the self-assessment documents.

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**Complete and submit** a *Notification of Intent to Apply for the Diabetes Education Standards Recognition Program* **by November 1st**, three months in advance of the February 1st submission date. Upon receipt, the documents required to complete the self-assessment will be provided to you electronically. A non-refundable \$50 application fee must accompany the notification. Notification form to be sent to:

Coordinator–Diabetes Educator Section  
 Canadian Diabetes Association  
 1400–522 University Ave.  
 Toronto, ON M5G 2R5

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### **STEP 4: CLIENT SURVEYS, FOCUS GROUPS, CLIENT CHART AUDITS**

Data from a client survey or focus groups and a client chart audit will be needed to complete the self-assessment documents. Sample forms, which you may wish to use, are included in the appendices. You may use your own forms if the information is similar to those provided. Review the forms and plan the implementation of the survey and audit.

## **STEP 5: THE SELF-ASSESSMENT PROCESS**

Documentation should be completed in the electronic format provided by CDA as outlined in Step 3.

1. Complete the document for each Standard shown in Section 3 of the binder. (Please note: the indicators given are examples only.)
2. You may have other indicators for each Standard, and you are welcome to tell us about your own ways of meeting the Standard. Therefore, you needn't answer "yes" to all indicators in the self-assessment tool in order to meet the Standard.
  - If there is no N/A box, then reply either YES or NO. **You do not have to answer YES to all indicators to meet the Standard.**
  - For each Standard where N/A is a reasonable option, it is included to help you best describe your centre and clients.
  - There are several data tables to complete in the self-assessment documents. These provide you with the opportunity to reflect on the data and the overall functioning of your Diabetes Education Centre. Once the table is completed, you are asked to answer a "reflective statement" following it.
  - Each standard gives your Centre the opportunity to identify areas of strength and plans for improvement, when applicable.

## **STEP 6: COMPLETING THE SUMMARY REPORT**

Once you have completed the self-assessment, enter your assessment for each Standard into the Summary Report for Diabetes Education Standards Recognition Program (see Section 3 of the binder and use the electronic documents provided by CDA).

## **STEP 7: COMPLETING THE EVALUATION OF THE SELF-ASSESSMENT PROCESS**

We value constructive feedback. Please complete the Evaluation of Self-Assessment Process (included in Section 3 of the binder).

## **STEP 8: SUBMITTING YOUR APPLICATION FOR RECOGNITION**

*The application submission deadline for recognition is February 1st of each year.*

1. Ensure that all documents and forms have been completed:
  - Profile of Diabetes Education Centre
  - Outcome Standards
  - Process Standards
  - Structure Standards
  - Summary Report
  - Evaluation Form of Self-Assessment Process
2. Attach a list to the Summary Report of all team members involved in the completion of the documents.
3. The cost of processing and evaluating your application is \$800. Please enclose a cheque payable to the Canadian Diabetes Association.
4. Send **one printed copy** of the completed documents to:

Coordinator–Diabetes Educator Section  
Canadian Diabetes Association  
1400–522 University Ave.  
Toronto, ON M5G 2R5

**And** send **one electronic copy** to the contact at CDA who provided the submission template to your centre.
5. You may expect a response by June 30<sup>th</sup>.

# **GLOSSARY OF RELEVANT TERMS**

## **Accessibility**

The measure of ease with which a specific population can obtain appropriate healthcare services and be served by facilities within the healthcare system.

## **Benchmarking**

A point of reference, serving as a standard by which one's performance may be measured. The process of identifying, understanding and adapting outstanding practices from other organizations to help your centre improve its performance.

## **Client**

Anyone who receives education services (an individual, family or community).

## **Client-centred**

Activities/processes that focus on the client and the client's perceptions; these are directed by the client's needs and goals, which may be independently determined, but are most often defined in the collaboration with members of the multi- and interdisciplinary healthcare teams.

## **Community**

A group of people who are connected with each other on the basis of common goals, values, activities or location, e.g.: people in a school or workplace; special interest groups; people in a neighbourhood; and people within a geographically defined area.

## **Continuous quality improvement**

A system of continuous evaluation of process with a goal of improving efficiency and quality.

## **Diabetes Education Centre**

Uses a multi-disciplinary team approach to provide diabetes education and care for people (and their family members) with or at risk for developing diabetes. The programs and services delivered in this setting are coordinated and include the multi- and/or interdisciplinary core team. At minimum, the team includes a nurse, dietitian and physician. The role of the physician can be fulfilled by an onsite specialist or the client's family physician and/or a referring physician. Training healthcare professionals may also be a role of this type of service.

## **Diabetes resource**

A tool or support that people with diabetes may access, e.g. support groups, Canadian Diabetes Association Regional Leadership Centres, Information Centres or Signature Programs, literature, videos or websites.

## **Emergency services**

Where unscheduled care is given. Includes telephone calls for assistance, emergency clinic visit, hospital emergency room visit or ambulance services.

## **Guidelines**

Directions or principles that provide guidance to appropriate behaviour and/or present

current or future rules of policy. Guidelines may be developed by government agencies, institutions, professional organizations/societies or governing boards. The text provides a comprehensive guide to problems and approaches in any field of activity.

## **Health**

A resource for everyday life, not the objective of living; health is a positive concept emphasizing social and personal resources as well as physical capacity. (Source: *World Health Organization, 1986*)

## **Indicators**

Verifiable examples of how a standard must be met.

## **Interdisciplinary/Multidisciplinary**

Involving two or more distinct healthcare disciplines, comprising knowledge from several domains, and combining the principles and concepts of all.

## **Outcome standards**

Observable, verifiable effects which indicate that specified intentions or action strategies have been achieved or implemented.

## **Persons affected by diabetes**

Includes those with diabetes, as well as family members, support persons and the community.

## **Process standards**

Performance expectations of those who provide education, which leads to desired client outcomes.

## **Standard**

Any type, model or example for comparison; a criteria of excellence; any established measure of extent, quantity, quality equals goals or value.

## **Strategic planning**

Determining goals for the future (next year, in two years, in three years, etc.). Strategic planning should address specifically how these goals will be achieved, and what measures will be used to determine success.

## **Structure standards**

Supporting resources (e.g. facilities, equipment, time) essential to the achievement of “Process” and “Outcome” standards.

## **Support persons**

Those who generally provide ongoing support to the individual living with diabetes (family, friends, neighbours, support groups).

### **ADAPTED FROM:**

1. Diabetes Educator Section. Glossary of relevant terms. In: *Standards for Diabetes Education in Canada 2005*. Toronto, ON: Canadian Diabetes Association; 2005.
2. Diabetes Educator Section. *Directory of Diabetes Services in Canada*. Toronto, ON: Canadian Diabetes Association; 2004.

## **PROCESS FOR RENEWAL OF RECOGNITION**

Recognition must be applied for every five years. Once you are granted Full Recognition ensure that the team takes an annual look at the changes, effects on the Diabetes Education Centre's activities and progress you've made towards the action plan you identified in your last submission. It is important to include this progress in your next Recognition submission.

The date on your Centre's Recognition Certificate indicates when the recognition period ends. One year before your recognition period ends, the DES will send you a reminder letter. Submissions for evaluation are accepted February 1st of each year.