



Everyone with Diabetes Counts

Frequently Asked Questions

General

What is *Everyone with Diabetes Counts*?

The *Everyone with Diabetes Counts (EDC)* national initiative is part of a five year contract that Quality Insights Quality Innovation Network has with the Centers for Medicare & Medicaid Services (CMS) in Delaware, Louisiana, New Jersey, Pennsylvania and West Virginia. The EDC program aims to improve health outcomes and reduce issues of health disparities among people with diabetes.

Quality Insights works with providers, practices, community partners and stakeholders to support these important efforts by helping them build and support infrastructures that provide access to interactive evidence-based Diabetes Self-Management Education (DSME). The overall objectives of DSME are to support informed decision-making, self-care behaviors, problem-solving and active collaboration with the health care team to improve clinical outcomes, health status and quality of life.

As part of the EDC program, trained educators from Quality Insights and local community volunteers offer DSME throughout the Network's five states by using two different models called the Diabetes Empowerment Education Program (DEEP) and the Stanford University Living a Healthy Life Program. DEEP and Stanford incorporate the needs, goals and life experiences of the person with diabetes and is guided by evidenced-based standards.

Where is EDC offered?

The program will be offered in the five states within the Quality Insights Quality Innovation Network. These include Delaware, Louisiana, New Jersey, Pennsylvania and West Virginia.

Who is EDC collaborating with?

Quality Insights reaches out to partners at the national, state and local levels. We contact and meet with many of the key players in health promotion, including the state Bureaus for Public Health, the Centers for Disease Control and Prevention (CDC) Diabetes Program, state Extension Services, Dining with Diabetes programs, state and local health departments, Council of Churches, Indian Health Services, Academy of Eye Physicians and Surgeons, local Rural Health Associations, national pharmacy chains, and much more. We also reach out to local diabetes coalitions, individual hospitals and physician offices within our five-state Network.

What type of commitment is involved with the classes? How many sessions?

The program consists of six (6) classes of approximately 2 hours in length.

Participants are asked to complete a registration form and take a pre-test before the first class and a post-test after the closing session. These are anonymous and used only to evaluate the success of the program.

What will participants learn?

Participants learn how to self-manage their diabetes for a better quality of life. The classes help patients understand diabetes and its risks as well as the importance of diet, exercise, keeping regular physician exams, receiving annual foot and eye exams, managing medications and much more. Overall, it teaches participants how to live healthier and have a better quality of life.

Who can participate?

People with traditional Medicare, Medicare Advantage, or Medicare and Medicaid (known as dual-eligible) that have a diagnosis of either pre-diabetes or diabetes are eligible to participate. Family, spouses or caregivers of diabetic patients are also welcome to attend. No one is turned away.

What is the cost associated with the classes?

There are no costs associated with participation.

Where will classes be held?

EDC provides education at a local level. Classes are held at churches, community centers, physician offices, hospitals, schools—virtually anywhere someone is willing to host a class. For an up-to-date listing of classes, visit our website www.qualityinsights-qin.org or call 1-855-376-9382.

How do I find a class or sign up for a class?

An up-to-date listing of classes is posted to the Quality Insights website at www.qualityinsights-qin.org. You can also call 1-855-376-9382 to find classes in your area.

Becoming a Community Volunteer

Are there opportunities to volunteer?

To be successful and continue the program after funding ends, EDC is counting on the help of community volunteers. Volunteer opportunities range from offering to host or promote a class all the way up to receiving training and offering classes in the community. Volunteers are needed to:

- Promote the EDC project
- Assist with recruiting Medicare beneficiaries with diabetes to attend classes
- Nominate community health workers for train-the-trainer sessions so that we can continue to sustain the improvements made over time
- Donate meeting space
- Promote a broader public awareness of diabetes and diabetes education
- Educate patients on the basics of diabetes and what it means for their health
- Encourage patients to get A1C and lipids tests in addition to eye exams, foot exams, and weight and blood pressure management

Can volunteers teach diabetes self-management education classes?

Quality Insights-certified community health workers, health care providers and other project staff are conducting DEEP and Stanford training for interested volunteers and peer educators. These three and four day trainings focus on program planning, implementation and evaluation, ultimately preparing volunteers to offer DSME to the community.

What is the curriculum for volunteer trainers?

Volunteers receive the same DEEP and Stanford training as project staff. The curriculum focuses on the prevention and control of diabetes, including related complications and disabilities, the importance of regularly-scheduled doctor's visits, eye exams, foot exams, A1c tests, and proper diet and exercise. Training is conducted by certified community health promoters/workers, health care providers and project staff.

What type of credentials do volunteer trainers need?

Volunteers are not required to have any specific credentials to participate in the project.

Will volunteers get paid to teach a course?

Receiving training and offering courses is considered a volunteer activity. Those that participate will benefit from actively serving their communities and positively influencing change.

How much time is required to teach a class?

Volunteers will need to dedicate enough time to attend a train-the-trainer program (three sessions) and then be willing to dedicate time to teach classes in the community. A complete course consists of six (6), 2 hour sessions.

Health Care Provider Participation

How can health care providers get involved?

Health care providers can get involved in many ways (see information on ways to volunteer). This includes encouraging patients to enroll in courses, volunteering to host classes or provide materials, or becoming certified to train the community on the DEEP or Stanford curriculum.

Other

What is Quality Insights' role with EDC?

Engaging Medicare beneficiaries to participate in DSME classes requires a multi-faceted approach to training, recruiting, collaborating and partnering with health care providers and beneficiaries in the targeted counties. Quality Insights is:

- Organizing and promoting the effort
- Fielding teams of community health workers to offer diabetes education and train community health workers to offer education
- Providing data and assistance to health care providers seeking to become Certified Diabetes Centers
- Measuring and reporting progress

Why Quality Insights?

As the Quality Improvement Network-Quality Improvement Organization (QIN-QIO) for the states of Delaware, Louisiana, New Jersey, Pennsylvania and West Virginia, Quality Insights is charged with supporting the federal government's three-part aim of better health, better care and lower costs. This support includes working to reduce health care disparities. This project, funded by the Centers for Medicare & Medicaid Services (CMS), provides a unique opportunity to reduce this disparity and improve the health status of our most vulnerable patients.

Are any other states doing any work through EDC?

Yes. This is now a national initiative lasting five years.

Where can I get more information?

Visit www.qualityinsights-qin.org or call 1-855-376-9382.

You can also contact **Natalie Tappe, Network Task Lead**, at ntappe@wvmi.org or 800-642-8686 ext. 3226.