



# DSMES MIX



## Diabetes Self-Management Education and Support

.....  
.....

1

Using the DEAP Dashboard, after you sign in at [diabeteseducator.org](https://diabeteseducator.org), you can navigate to add your annual status report under the “Manage Application” button.

2

From there you will have to attest that your program has had everyone (coordinator, instructors) complete the required 15 hours of diabetes CE and maintain valid licenses. You will confirm that you keep up with your curriculum changes and any changes to your target population, while providing the number of patients you’ve seen and that have completed your program in the past year. You have the option of providing demographic breakdown of your patients by age, ethnicity, and type of diabetes.

Next, you will provide info on how many of your patients chose and completed goals related to the ADCES 7 Healthy Behaviors (Healthy Eating, Being Active, Monitoring, Reducing Risks, Taking Medication, Healthy Coping, and Problem Solving) and your targeted completion percentages you’re aiming for next year. Success is defined by you and the patient on what the goals were and if it was completed. You will also add information for the clinical measure(s) you chose to track, providing a baseline average and a post-program average on something like A1C, BP, BMI, or another clinical measure.

3

4

Finally, you will upload your review of last year’s CQI project and your plans for this year’s project and whether you’ve presented it to your program board yet. The Continuous Quality Improvement project should reflect an area you want to improve or add to your program and how you plan to implement those changes. Your completed project from the previous year should go over your results and how you’re defining/measuring them for success or continued improvement. That’s it. From there, you enter your name and submit your report. More detailed instructions, including screenshots of the process can be found on the ADCES website.

## Submitting an Annual Status Report

The time of year for our new cohorts to submit their program application also brings most of the currently accredited programs up to their Annual Status Report submission window.

The Annual Status Report gets submitted to ADCES every year, in the 30 days before or after your accreditation anniversary. So, if your program was approved on July 1, you can submit your report between May 31 up until July 31 and so on.

## Planning On Applying for ADCES Accreditation?

Are you planning on submitting an application to ADCES to become DEAP accredited? ADCES has a [DEAP Toolkit for new applicants](#). In the Toolkit, you will find a [Step by Step Application Guide](#).

Feel free to reach out to a DSMES coach if you have questions: Molly Beimel, Nicole Pezzino, Libby Bunk or Mark Green.

# Tips for Recruiting Patients

I'm sure many of you remember the childhood rhyme/hand gesture: Here is the church: here is the steeple: open up the doors: where are my DSME patients?

Getting accredited for DSME is a long road, and it can be frustrating when you get to the end, all excited to start, and struggle to find a strong interest list. Most programs go through this, and it is a reason recruitment is a great place to focus some of your attention and CQI on as you gather your footing. Here are just a few strategies to guide decisions.

## 1. Start within your walls– you have a wealth of patients filling with you every day. Run reports or just take notice of patients filling diabetes meds or testing supplies.

- Reach out with a note or go the personal route with a phone call or conversation at pickup. Ask how their journey with diabetes is going and invite them to attend your program.
- Place a sign on the door or at the register advertising your program or listing the next scheduled session. You would be surprised how many people will notice it or make a comment about the flyer.
- Make use of the team as your bullhorn to tell patients about the program or just point out the sign and ask patients to tell a friend.
- Get creative with a bag stuffer or insert so that anyone pickup up a prescription gets the note about the program.

These are all mostly free, easy lifts to help you capture patients and take care of those who are already patrons.

## 2. Go to the source – since you're going to be seeking referrals anyway, it is never a bad idea to seek out a short meeting with your local prescribers to advertise this and your other services.

- You would be surprised how often they are oblivious to the existence of your programs but also excited to have them available. I've also seen a night and day difference in attitudes when they can put a face to that name and voice that "bothers" them for refills, prior auths, and med changes.
- Target your most familiar offices, again using reports to guide you. Pay special attention to independent offices, since they won't be tied to any broader health system red-tape or potential in-house referrals.
- It definitely helps to get the office manager or referral department involved since this is often kicked to them. In the same way, a prescriber you know is hands-on can be a strong source of referrals since they will take the lead on them and may even circumvent an internal program.
- Finally, use the window at your own annual well-visit or appointment. Being in that friendly prescriber-patient mode may allow them to drop some of their guard and listen to you better than a pitch meeting.

Whichever route you choose, be sure to show your enthusiasm and love for your program so that it shines through.

## 3. Go out and get creative – if you have the funds and the interest, marketing through the paper, radio, or online are great ideas.

- Take out an ad and talk about your program.
- A potentially free route is an article or feature in the paper; ask if they'd be interested in profiling the new helpful service their readers can access.
- Another way is community partnerships that you have or can build. Advertise in the local bulletins or at the local youth sports field. Partner with a local organization or senior center to hold an event (such as a health screening) and bring along flyers.
- Never forget the positives of social media (this is one of the few!) when it comes to reaching patients. Post on your pharmacy's account with info, times, and success stories. Share it out. A great place is your local neighborhood page or the moms/parents group for your town (everyone has one it seems, right?).

This is a way to really widen your reach if you're hitting dead ends or feel like you've already fished much of your own pond.

# DSMES Master Coaches

Molly Beigel,  
U.S. Complete Care, Inc.

Elizabeth Bunk,  
Duquesne University

Mark Green,  
Hershey Pharmacy

Nicole Pezzino,  
Wilkes University

## Congratulations to the Following Active\* ADCES Accredited Stores:

Alberts Pharmacy  
Anderson Pharmacy  
Cooks Pharmacy  
Duquesne Center for Pharmacy Care  
Exton Pharmacy at Marchwood  
Hershey Pharmacy  
Medicap Pharmacy  
Norland Avenue Pharmacy  
Perry Drug Store LLC  
Port Allegany Pharmacy  
Springfield Pharmacy  
The Medicine Shoppe #146  
The Medicine Shoppe #1348  
Patton Pharmacy  
Thompson Pharmacy  
U.S. Complete Care  
Value Specialty Pharmacy  
Vine Pharmacy  
Weis Markets Inc.  
Weis Pharmacy #182

\*if you are an active member and not listed, email: [ppaadmin@ppharmacists.com](mailto:ppaadmin@ppharmacists.com)