Support for life.

Diabetes Self-Management Support:
A Toolkit for Providers and Educators

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Visit **diabetes.org** or call 1-800-DIABETES (800-342-2383)

American Diabetes Association® (ADA)
Diabetes Self-Management Education & Support:
A Toolkit for Providers and Educators

Purpose and Diabetes Self-Management Support Vision

Purpose

The purpose of this toolkit is to provide information and guidance that will help providers and educators meet the National Standards for Diabetes Self-Management Education and Support (DSMES), specifically Standard 8, Ongoing Support.

Standard 8: Ongoing Support

Standard 8 states, "The participant will be made aware of options and resources available for ongoing support of his/her initial education and will select the option(s) that will best meet his/her self-management needs."

DSMS Vision

Communities where people with diabetes learn the skills needed to thrive with this disease through the American Diabetes Association's Recognized DSMES services and remain surrounded by complementary support through community diabetes support—*creating clinical and community linkages that are proven to have the greatest impact on health.*

Background and Definitions

Burden of Diabetes

Diabetes is a costly and complicated disease that impacts millions of people in the United States. According to the Centers for Disease Control and Prevention (CDC) National Diabetes Statistics Report 2020, as of 2018, 34.1 million US adults (over age 18) had diabetes, with 7.3 million remaining undiagnosed. Diabetes is the 7th leading cause of death in the U.S., and people with diagnosed diabetes have a 50% higher risk of early death than those without the disease.

Diabetes Self-Management Education and Support (DSMES)

Managing their diabetes can help people live longer, healthier lives and prevent or delay complications. Diabetes Self-Management Education and Support (DSMES) is an evidence-based tool proven to be effective. According to the National Standards for Diabetes Self-Management Education and Support, DSMES is "the ongoing process of facilitating the knowledge, skills, and ability necessary for diabetes self-care, as well as activities that assist a person in implementing and sustaining the behaviors needed to manage his or her condition on an ongoing basis, beyond or outside of formal self-management training."

Diabetes Self-Management Support (DSMS)

As defined in the document "Diabetes Self-Management Education and Support in Type 2 Diabetes: A Joint Position Statement of the American Diabetes Association, the Association of Diabetes Care and Education Specialists (formerly the American Association of Diabetes Educators), and the Academy of Nutrition and Dietetics," DSMS "refers to the support that is required for implementing and sustaining coping skills and behaviors needed to self-manage on an ongoing basis."

The National Standards for Diabetes Self-Management Education and Support

Standard 8

The National Standards for Diabetes Self-Management Education and Support

To meet Standard 8: Participants will have a plan for *post education self-management support* for ongoing diabetes self-care beyond the formal self-management education process.

According to the **National Standards for Diabetes Self-Management Education and Support**, DSMES is necessary, but insufficient alone for persons with diabetes (PWD) to sustain life long diabetes self-management. For long term success, PWD need ongoing diabetes self-management support. Ongoing support helps PWD start and continue implementation of ongoing skills, knowledge, and behavior changes. It is important that the PWD choose resources and activities that best suit their needs. Simply stated, **DSMES participants need a DSMS plan that goes beyond the DSMES process.**

As part of ADA recognition requirements, DSMES services must meet the criterion of Standard 8, Ongoing Support. As described above, Standard 8 states that DSMS options and resources available for ongoing support must be offered and discussed with DSMES participants. DSMES services will support the PWD in choosing the option(s) that best addresses the self-management needs of the PWD.

DSMS resources may be a starting point for people with diabetes or may be a follow up from a formal DSMES service. Facilitating relationships with community organizations (such as a local library, supermarket, drugstore, YMCA centers, or health fairs sponsored by hospitals) can help create cross referrals from community organizations to DSMES services, and vice versa. For example, if a PWD attends a community-based diabetes program and wants to learn more about how to self-manage their disease, the community program can share information about local DSMES services where the PWD can receive more individualized support. In another scenario, if a PWD has completed their education within a formal DSMES service, the DSMES service can then refer the PWD to community resources where they can receive ongoing support for behavior change and self-management skills. This reciprocal referral relationship can strengthen connections between DSMES services and community providers, thus enhancing participation for all organizations.

DSMS resources could include

- Support groups
- Community programs
- Online support services
- Exercise programs
- Behavior change support (weight loss, smoking cessation, etc.)

It is important to remember that DSMS is not a care plan and is different from behavioral goal setting. But like behavioral goals, the plan must be chosen by the participant and must meet their ongoing needs within the resources available.

There is no required format for the DSMS plan. The DSMS plan example, *My Diabetes Self-Management Support Plan*, listed on the next page, is one suggestion to consider, or you are free to create your own plan. Create a checklist, where educators invite participants to share ideas for the most realistic support system(s), with the educators providing ideas that may help the PWD personalize their plan. Give them a copy and keep one in the chart.

If you choose to create your own DSMS Plan, look in Sections 4 and 5 of the toolkit for a variety of resources to include, such as general diabetes information, diabetes magazines, health insurance, medication assistance, mental health, nutrition, physical activity, smoking cessation, weight management, and support groups (in person or online). The included resources are not exhaustive, so include other resources as you like. Be sure to incorporate local community resources and community providers in your DSMS plan and include specific information such as phone numbers, addresses, and websites. Refer to the DSMS Plan example, *Joslin Diabetes Center Future Support Plan*, which provides specific details on local support resources.

To comply with Standard 8, this support list must be updated at least annually.

My Support Plan

Name _____

Date ____ / ____ / ____

Check the box of each support resource that is of interest to you.

General Diabetes Education

Diabetes Online Community
beyondtype1.org/the-diabetes-online-community-doc

4 Steps to Manage Your Diabetes for Life
cdc.gov/diabetes/ndep/toolkits/4steps.html

Diabetes Magazines

Diabetes Self-Management
diabetesselfmanagement.com

Diabetes Health
diabeteshealth.com

Online Diabetes Magazines

A Sweet Life
asweetlife.org

diaTribe Foundation
diatribe.org/foundation

Online Mental/Emotional Health Resources

Mental Health Provider Referral Directory
professional.diabetes.org/mhp_listing

Diabetes and Mental Health
cdc.gov/diabetes/managing/mental-health.html

Online Nutrition/Healthy Eating Resources

ADA Nutrition
diabetes.org/nutrition

Diabetes Food Hub
diabetesfoodhub.org

Calorie King
calorieking.com/us/en

Online Physical Activity Resources

ADA Fitness
diabetes.org/fitness

Make Your Workout Work for You
cdc.gov/features/diabetes-physical-activity/index.html

Smoking Cessation

All About Quitting Smoking
professional.diabetes.org/pel/all-about-quitting-smoking-english-0

Support Groups

Find Diabetes Support in the Community
diabetes.org/community

Online Support Community
community.diabetes.org/home

Weight Management

Taking Off Pounds Sensibly (TOPS)
tops.org

WW (formerly Weight Watchers)
weightwatchers.com/us

Local Support Options

Nutrition

_____

_____

Physical Activity

_____

_____

Support Groups

_____

_____

Other Resources

_____

_____

Together with DSMES, Diabetes Support has been linked to improved and reinforced diabetes-related knowledge, self-care skills, and health outcomes.

UPSTATE
UNIVERSITY HOSPITAL

Joslin Diabetes Center
Affiliate at SUNY Upstate Medical University

Joslin Diabetes Center
FUTURE SUPPORT PLAN

Patient Name: _____ MR#: _____

Account #: _____ DOB: _____ Date: _____

My Diabetes Self-Management Support Plan

Emotional Support

☐ National Alliance on Mental Illness (NAMI) – (Depression, bipolar and other support) 800-950-6264   www.nami.org

☐ Depression & Bipolar Support Alliance   800-826-3632   www.dbsalliance.org

☐ Anxiety & Depression Association of America

- **Find a local support groups & therapist by zip code at www.adaa.org**
- National phone number 240-485-1001

☐ National Suicide Prevention Lifeline   800-273-8255

Weight Management

☐ Weight Watchers   800-621-6000   www.weightwatchers.com

☐ Overeaters Anonymous   505-891-2664 (support group)   www.oa.org

☐ Nutri-systems   800-435-4074   www.nutrisystem.com

☐ Other: _____

You should follow carbohydrate goals for blood glucose management.
We do not endorse these programs.

Exercise

☐ Local Fitness Center

☐ YMCA

Downtown	315-474-6851	(Syracuse)
Southwest	315-498-2699	(OCC)
North Area	315-451-2562	(Liverpool)
East Area	315-637-2025	(Fayetteville)
Northwest	315-303-5966	(Baldswinville)
Manlius	315-692-4777	(Manlius)
Skaneateles	315-685-2266	(Skaneateles)

☐ Onondaga County Parks   www.onondagacountyparks.com

☐ Other: _____

Mobile Apps (A = Apple iOS, D = Android)

☐ Calorie King (A)

☐ Glucose Buddy (Free, tracks blood glucose, graphs) (A)

☐ Drag N' Cook (A)

☐ Calorie Counter by MyNetDiary (A,D)

☐ MyFitnessPal (A,D)

☐ Fooducate (A)

☐ Livestrong Calorie Tracker (A,D)

☐ Figwee Portion Explorer (A)

We cannot guarantee all mobile applications are an approved FDA Mobile Medical Application.

Diabetes Support Groups

☐ American Diabetes Association   315-463-2064

☐ Juvenile Diabetes Research Foundation   315-453-9327

Stress Relief

☐ See references provided by social worker

Journals

☐ Diabetes Self-Management   855-367-4813   www.diabetesselfmanagement.com

☐ Diatribe   www.diatribe.org

☐ Other: _____

Signature: _____ Print Name/Title: _____ Date/Time: _____

Source: Joslin Diabetes Center at SUNY Upstate Medical University

ADA Diabetes Support Directory

ADA resources available to provide effective DSMS

ADA Diabetes Support Initiative

Diabetes Support provides ongoing support to people with diabetes to maintain and reinforce upon the skills, knowledge, and lifestyle changes gained from **Recognized Diabetes Self-Management Education and Support (DSMES) services**. Diabetes Support is a great way for patients to connect with resources in their community.

The ADA strives to create more efficient and effective ways to provide research-tested and practice-tested Diabetes Self-Management Support (DSMS) that support individuals living with diabetes.

Specifically, the ADA aims to ensure that people with diabetes:

1. Have increased access to diabetes support;

2. Are provided culturally-tailored and linguistically appropriate practice-tested and/or research-tested community DSMS;

3. Experience improved diabetes-related outcomes (e.g., improved diet, physical activity, quality of life, glycemic control) that are sustained over time.

For more information, please visit **professional.diabetes.org/DSI**

ADA Diabetes Support Directory

Understanding that people with diabetes need ongoing support even after attending DSMES, the American Diabetes Association has developed an online community-based **Diabetes Support Directory**. This Directory provides a listing of high-quality support options that meet the ADA support programming criteria and align with the **Standards of Medical Care in Diabetes**.

Together with DSMES, community-based support has been linked to improved and reinforced diabetes-related knowledge; self-care skills in areas such as meal planning, physical activity, taking medication, and blood glucose monitoring; and health outcomes.

Diabetes Support can also help to connect participants with other diabetes support resources in the community. Diabetes Support is often held in community-based settings (e.g., clinics, churches, community organizations) and are frequently peer-led by individuals who speak the language, share the culture, and come from the same communities as their participants.

Research-tested Support have findings that have been published in a peer-reviewed journal. The study must have produced one or more positive behavioral and/or psychosocial outcomes among individuals, communities, or populations. Evidence of these outcomes has been demonstrated in at least one study using an experimental or quasi-experimental design. The Research-tested support listed meet the ADA criteria for support programming, align with the Standards of Medical Care in Diabetes, and demonstrate significant positive outcomes.

Practice-tested Support have available findings on program impact that are derived from practice in the form of evaluation data or reports. The Practice-tested support listed meet the ADA criteria for support programming, align with the Standards of Medical Care in Diabetes, and demonstrate positive outcomes.

For more information, please visit **professional.diabetes.org/DSDirectory**

Note: The diabetes support programs listed on the Diabetes Support Directory are options that can be included in your resource list, however, use of one of these program curriculums is not a requirement for Recognition.

DSMS Resources

Disclaimer: The DSMS toolkit provides website addresses, links to resources and other tools from organizations outside of the American Diabetes Association. Listing these resources and tools does not indicate endorsement of the information by ADA, and ADA is not responsible for the content of other organizations' websites or for the accuracy of information provided by other sources.
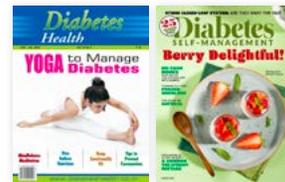
Diabetes Education Resources

Online Resources

- American Diabetes Association
  - **diabetes.org**
  - **professional.diabetes.org/PatientEd**
  - **diabetes.org/living**

- Beyond Type 1 has a **Diabetes Online Community** for all things diabetes.

- The **Learn, Connect, Engage** handout lists diabetes blogs, social media, and other resources for PWD.

- DLife has a variety of resources including **Diabetes 101**.

- The Centers for Disease Control and Prevention (CDC) National Diabetes Education Program (NDEP) has a resource called **4 Steps to Manage Your Diabetes for Life**. This booklet can be helpful for people who have recently been diagnosed with diabetes or those who want to learn more about managing the disease.

- **National Diabetes Education Program (NDEP)** offers many resources for people with diabetes, including the **basics of diabetes**, **taking care of diabetes**, and **avoiding complications**.

Diabetes Magazines

Educational online resources may include subscriptions to printed diabetes magazines, such as *Diabetes Health* and *Diabetes Self-Management*.

Educational resources may also include online diabetes magazines.

- *A Sweet Life* provides general information about diabetes and related content

- *diaTribe Foundation* offers information for PWD including research treatments and initiatives

- *Healthline Diabetes Mine* offers information and support for PWD

Health and Well-Being

Health Insurance and Medication Resources

- The **American Diabetes Association** has many resources for PWD, ranging from general information about diabetes to **health insurance**, **medication management**, and **prescription assistance**. Visit **diabetes.org** or call 1-800-DIABETES (800-342-2383) for more resources.

- The American Association of Clinical Endocrinologists (AACE) **Prescription Affordability Resource Center** can assist PWD in finding affordable medications.

Mental Health Resources

- Living with diabetes can be stressful. Mental health care is an important part of diabetes management. PWD can find mental health professionals listed in ADA's **Mental Health Provider Referral Directory**.

- The CDC has resources on **Diabetes and Mental Health** that can help PWD learn more about handling depression, stress, anxiety and diabetes distress.

Nutrition and Healthy Eating Resources

- ADA's **Nutrition** section of **diabetes.org** offers resources on meal planning and making healthy choices, including information on carbohydrates, sugar, and fiber.

- ADA's **Diabetes Food Hub** has resources for diabetes-friendly recipes, meal planning, and grocery store lists.

- The CDC has an online resource called **Eat Well** that provides tips on meal planning, grocery shopping, food labels, dining out, and more.

- The CDC also has **Tasty Recipes** for people with diabetes and their families.

- The Academy of Nutrition and Dietetics offers food and health resources on the **Eat Right** website.

Physical Activity Resources

- ADA's **Fitness** section of diabetes.org offers resources related to fitness and exercise.

- The Academy of Nutrition and Dietetics offers fitness resources on the **Eat Right** website.

- The CDC has an online resource called **Make Your Workout Work for You** that provides tips for helping PWD get regular physical activity.

- The NDEP has many resources on **Being Physically Active** for PWD.

- Other physical activity resources may include local YMCA, gyms, yoga classes, and walking groups.

Weight Management Resources

- **Overeaters Anonymous** is a support group for people with compulsive overeating and other disorders such as food addiction, anorexia, bulimia, binge eating, etc.

- **TOPS** (Taking Off Pounds Sensibly) is an organization that offers a network of weight loss support groups and provides wellness education.

- **WW** (formerly Weight Watchers) is a diet plan that encourages weight loss by making healthy food and lifestyle choices.

Smoking Cessation Resources

The ADA offers an **All About Quitting Smoking** handout that could be provided to program participants who want to quit smoking.

All states have Quit Lines in place with trained coaches who provide information and help with quitting smoking. Quit Smoking Hotlines are available at 1-800-QUIT-NOW (1-800-784-8669), which connects directly to your state quit line.

In Person Support Groups

Local diabetes support groups may be found through resources such as:

- ADA's web page for **diabetes support in the community**

- Area Agencies on Aging

- **Defeat Diabetes Foundation's** resources to find a diabetes support group by state

- Local faith-based organizations

- Local hospitals

- Local provider practices

Online Support Groups

Online resources for diabetes support groups can be found through the following:

- ADA offers an **online Support Community** for PWD

- dLife has resources for finding **online support groups** for PWD

- The Association of Diabetes Care and Education Specialists (ADCES) offers information on the importance of peer support, including a downloadable pdf on **Peer Support Resources**

- **Beyond Type 1** focuses on education, advocacy and the path to a cure for type 1 and type 2 diabetes.

- **Children with Diabetes** provides support and education to empower all people living with diabetes.

- **College Diabetes Network** is an online community that focuses on helping young adults with type 1 diabetes

- **Diabetes Daily** provides educational resources on all aspects of diabetes, including diet, technology and lifestyle.

- **Diabetes Sisters** offers a range of diabetes education and support services to help women of all ages.

- **Glu** is a type 1 diabetes community that offers education and support

- **Tudiabetes**, a program of Beyond Type 1, is an online community for people touched by diabetes.

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2451 Crystal Drive, Suite 900 · Arlington, VA 22202
1-800-DIABETES · diabetes.org