

Explore Kidney Month resources, our ERP service spotlight, and more!

Spring 2025



Greetings from the Education Recognition Program (ERP) team!

This spring, we are excited to provide you with resources in recognition of March being National Kidney Month. We are also spotlighting one of our ERP services, Atrium Health Diabetes and Nutrition Care.

Each and every one of you, thank for all you do for people with diabetes!

What's New

ERP Updates: New Resources for DSMES Services

Newly Translated Infographics for Health Professionals

These infographics have been translated to Portuguese, Chinese, and Japanese:

- Treating Hypertension in People with Diabetes

- Lipid Management in Diabetes
- Cardiovascular Disease Risk Reduction in Type 2 Diabetes
- Treating Chronic Kidney Disease in People with Type 2 Diabetes

Visit the [Know Diabetes by Heart™ Resource Center](#) to download these resources and more.

Additional New Resources

- [Keeping Your Eyes Healthy](#): An education program tailored for community health workers.
 - [Person-centered obesity care resources](#): Including webinars, infographics, and tools for health professionals.
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ERP Spotlight: Atrium Health Diabetes and Nutrition Care

Atrium Health Diabetes and Nutrition Care is a free-standing outpatient diabetes education and nutrition program in Charlotte, North Carolina. One of our program's central missions is to provide quality education and support to individuals with diabetes. As a unified diabetes self-management education and support (DSMES) program, we coordinate Atrium Health resources to provide improved patient and provider navigation. Our goal is for people with diabetes to apply the skills and knowledge gained from their education to improve their glucose management, reduce risks of complications, and improve their quality of life and sense of wellbeing.

With the goal of expanding outpatient diabetes education and nutrition services throughout the Charlotte region, we aim to bring these services closer to patients, especially those who reside farther away from the central Charlotte area. The program was implemented in 2017 with our main location in the SouthPark area and seven expansion sites, which are embedded within various Atrium Health internal medicine and endocrinology practices. Our initial education team began with one pharmacist, one registered nurse, and two registered dietitian nutritionists (RDNs), but has now grown to a team of 13 educators (currently 12 RDNs and one registered

nurse). To meet the growing need for the services our program provides, we have added new expansion sites over the years and now have a total of 19 locations embedded within Atrium Health endocrinology, internal/family medicine, and OB/GYN practices.

Atrium Health Diabetes & Nutrition Care offers a wide range of services at each of our locations. These include DSMES, medical nutrition therapy, continuous glucose monitor (CGM) training, professional CGM studies, and insulin pump training. We offer in-person and virtual visits, depending on the service needed, location, and patient preference. Additionally, we have ongoing National Diabetes Prevention Program (National DPP) classes to help support diabetes prevention efforts of individuals with prediabetes or at high risk for developing diabetes. Referral sources include providers from adult and pediatric endocrinology, internal medicine, family medicine, and OB/GYN practices.

Our team serves more than 4,000 unique patients annually, including children and adults. Additionally, we help support the educational needs for pregnant women with gestational diabetes (GDM) and preexisting diabetes in pregnancy. In collaboration with endocrinology and maternal fetal medicine providers, our team follows specific protocols to help support the initiation and adjustment of insulin dosing during pregnancy. This often involves weekly communication with such patients to review glucose trends, provide ongoing diabetes education, and assess the need for insulin adjustments.

We serve a variety of patients with differing cultural and ethnic backgrounds. Our diabetes education materials are available in English and Spanish and interpreter services are available in more than 200 languages, both for in-person and virtual visits. Our team seeks to provide education, guidance, and recommendations based on the individual patient as a whole. We meet patients where they are from a knowledge and readiness standpoint, help them develop realistic health and behavioral goals, provide them with the relevant knowledge and information they are looking for, and help support them on their journey to achieve their diabetes or health-related goals.

We have successfully improved our no-show rates from 15% in 2023 to 12.9% in 2024. This year, our aim is to improve the percentage of patients who reduce their A1C by more than 0.5% after completing their DSMES cycle. Our initial strategy will be to provide more consistent and detailed education on specific aspects of the AGP report (time in range, average glucose, GMI) for patients using a CGM. For patients who do not use a CGM, we will use a designated handout

that compares their recent A1C with eAG. We will document the education on a spreadsheet along with pre- and post-education A1C results.

Our education team:

- Stays up to date on clinical knowledge, standards of care, and diabetes technology
- Collaborates routinely on reviewing best practices, areas for process improvement, clinical updates, and challenging cases. In addition to supporting our patients, we support each other.
- Develops and updates our education materials annually (at minimum) and ensures they meet specific health literacy standards.
- Requires the certified diabetes care and education specialist (CDCES) certification of staff within two years of hire, of which ten currently have.
- Comprises nine educators who are certified insulin pump trainers and several others who are working towards this.

We honor the ability to help our patients daily and always appreciate the opportunity to both support and learn from them. Some recent anonymous feedback we have received from electronic visit satisfaction surveys include:

- “The educator was amazing! She listened to me, took her time, and didn’t rush me. She explained things to help me with my diabetes. She truly was concerned and cared. I left feeling that my questions were answered.”
- Informative, professional yet friendly, gave me new info, answered my questions, and addressed concerns for now and future.”

We are truly proud of the work we do and value our patients, referring providers, and the communities we serve!



(Left to right)

Jennifer Gartland, RDN, CDCES,

Bria Mulholland, RN, CDCES,

Tonya Ashrafi, RDN, CDCES, Debbie Geraci, RDN, CDCES



(Top row left to right, bottom row left to right)

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Advocacy Corner

Improve Maternal Health Outcomes with Equitable GDM Care

Black, Hispanic/Latino, Native American, and Asian women have higher rates of gestational diabetes (GDM). By providing accessible and sustainable health care to communities, health

care professionals can help improve health outcomes for both mothers and babies. The Women's Health Initiative of the American Diabetes Association® (ADA) offers a wealth of resources, including infographics, webinars, CE courses, and patient resources to help you provide the best possible care for women with GDM.

[Explore Resources](#)



Focus on Diabetes Series: Enhance Your Eye Care Expertise

Preventing vision loss in people living with diabetes is key to comprehensive diabetes care. Our Focus on Diabetes® course equips you with the tools to promote early detection and effective communication. We invite all eye health office staff to join our comprehensive online series on diabetes and eye health.

[Register Now](#)

March Is National Kidney Month

Help the people you treat to understand the connection between diabetes and kidney disease with our new downloadable toolkit of educational materials. Don't miss the opportunity to provide them with strategies to reduce their risk with these English and Spanish resources.

Access Resources

Diabetes Core Update: The Importance of Flu and COVID-19 Vaccinations for People with Diabetes

In this special three-part series of the ADA's Diabetes Core Update podcast, host Neil Skolnik, MD, dives deep into the critical importance of flu and COVID-19 vaccinations for people living with diabetes. Designed for primary care clinicians and other health care professionals, this series goes beyond the immediate benefits of reducing hospitalizations to explore how vaccinations protect both short- and long-term health, particularly cardiovascular health.

Listen Now

Early Detection Saves Lives: Implementing Type 1 Diabetes Screening in Pediatric and Primary Care

Join this engaging webinar on Type 1 Diabetes Day. Understand the importance of early type 1 diabetes detection and present evidence-based recommendations and practical approaches for identifying patients who are appropriate for screening. The expert panel will discuss practical screening workflows within both the pediatric and primary care settings that are designed to enhance lifesaving early detection and intervention methods for type 1 diabetes.

[**Register Now**](#)

Last Chance to Register: Clinical Trial Participation in Type 1 Diabetes Webinar

Join us Wednesday, March 26 for an engaging webinar that will explore the latest developments in type 1 diabetes clinical trials. During this session, you'll gain a deeper understanding of current type 1 diabetes clinical trial topics and the potential benefits of participation. We'll also discuss the importance of representative participation in clinical trial research, and the barriers that often prevent individuals from enrolling. Additionally, the webinar will highlight strategies and resources health care providers can use to encourage more patients to get involved in clinical trials. Earn one free CE (CME, ABIM-MOC, ACPE, ANCC, AAPA, CDR, COP). Register now to enhance your knowledge!

[**Register Now**](#)

Flu Fighters Resource: Prevent, Protect, and Plan with Your Patients

Flu season can be especially dangerous for the people you treat with diabetes or other chronic conditions. With higher blood glucose levels, the body's ability to fight infections is weakened, making the flu a serious risk. The good news is, they can take steps to prevent illness, protect their health, and plan for what to do if they get sick.

[**Learn More**](#)

Nutrition and Wellness

Healthy Eating Resources for People with Diabetes and You

We have great resources for both you and the people you treat! Make sure to check out:

- **Cooking classes:** Our FREE online cooking classes highlight fabulous recipes from the ADA's [Diabetes Food Hub](#)[®]. The classes are taught by a professional chef and joined by an ADA RDN and CDCES. Participants will have the opportunity to ask questions in the chat throughout the class. Please share this new [link](#) with the people you treat for them to register and join these fun and engaging diabetes cooking classes.
 - **Healthy eating tips:** Are you looking for more resources to help the people you treat with their nutrition and wellness journey? Our free monthly [Diabetes Food Hub e-newsletter](#) offers diabetes-friendly ideas and recipes.
 - **A site for diabetes professionals:** Have you checked out our [Diabetes Pro](#)[®] site? This website is for professionals working in the diabetes space and has a section devoted to [nutrition and wellness](#). It's a one-stop resource to help you stay on top of the latest nutrition recommendations.
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DPP Express: Do More with Your Data

DPP Express is the ADA's data management platform designed to simplify the data and reporting aspects of your National DPP. With DPP Express, you can run informative reports (including those required for CDC recognition), easily view participant and cohort progress, track recruitment efforts and individuals who may be interested in enrolling, submit medical claims, and more!

If your National DPP is delivered in AL, FL, LA, MS, NC, or TX, you may be eligible to join the ADA's Diabetes Prevention Alliance, which includes access to the platform at no charge through June 2028.

Contact dppexpress@diabetes.org to learn more or visit the [DPP Express](#) website.

National DPP Lifestyle Coach Training

Working for a CDC-recognized organization, or an organization that is preparing to apply for CDC-recognition? The ADA offers an **On-Demand DPP Group Lifestyle Balance™ Lifestyle Coach Training**. This training can be completed online in a convenient self-paced format. Trainees are provided with the background, information, and skills necessary to conduct the healthy lifestyle change program in a wide variety of health care and community settings. Discounts are available for ADA members, ERP members, and DPP Express subscribers.

If your program is delivered in AL, FL, LA, MS, NC, or TX, you may be eligible to join the [Diabetes Prevention Alliance](#) which includes lifestyle coach training at no charge through June of 2028.

Contact dppexpress@diabetes.org to learn more or register [today](#).

Join the Diabetes Prevention Alliance

Working with individuals at risk for type 2 diabetes? Consider partnering with the ADA! The ADA's Diabetes Prevention Alliance (DPA) is working with six states—**AL, FL, LA, MS, NC, and TX**—to expand the National DPP while also identifying and addressing social determinants of health barriers for underserved populations who experience disproportionately high risk and burden for type 2 diabetes. If you would like to learn more about this partnership opportunity, [visit the DPA website](#).



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