

QUALITY INDICATORS AND MEASURES FOR DIABETES EDUCATION PROVIDED BY A NURSE PERFORMING THE ROLE OF A DIABETES EDUCATOR



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Background

Despite numerous guidelines available, there is no general consent on the optimised quality of diabetes education (DE), provided by Diabetes Educators. Research by the Polish Federation of Diabetes Education (PFED) suggest that organisation and level of education vary across Poland. Thus, there is an urgent need to develop standards and criteria, necessary for initiating the process of improving the quality of DE.

Aim

The aim of the study, is to present a selection of indicators and measures for the quality of diabetes education provided by a nurse/midwife performing the role of a DE in Poland .

Method

Diabetes education indicators mentioned were developed on the basis of health care quality indicators used in practice, taking into account the specific character of diabetes education programmes and nursing care process.

Result:

Developed 8 basic indicators of quality diabetes education and describes the measures used to obtain information about the quality of education.

1. Individual approach

Personalised education plan covering: topics, methods, educational goals and teaching aids appropriate to the condition and age of a patient and his or her learning capacities.

2. a. Availability of DE

- Full initial training (Level 1) is provided to each patient diagnosed with diabetes. Each patient with diabetes is provided with ongoing training (L2) and refresher training (L3),
- DE is also provided to the carer of a patient or to a selected person from the patient's environment.

2.b. Continuity of DE

A system for the coordination of diabetes education has been established.

3. Effectiveness of DE

Outcome of the evaluation of the training process and its outcomes, are available.

6. Effectiveness of communication within the therapeutic team

- Patients may consult diabetes educators 24 hours a day,
- Educators may also provide patients who have difficulties in learning or self-monitoring with additional individual advice and individual training.

5. Education process documentation

Properly maintained documentation: programme of education, care process, individual training information card.

4. Safety of patients

The education area is designed in such a way as to ensure safety and ergonomics.

7. Qualifications of Diabetes Educators

- Diabetes education is provided by nurses / midwives acting as DE(in accordance with the applicable law)
- Systematic professional development of DE(evidence of the vocational education process, scientific research activities and training for personnel.

8. Patient's satisfaction

Evaluation:

- of nurses and midwives acting as diabetes educators,
- of the organisation of the training process,
- of patient satisfaction with the usefulness of diabetes education process.

Conclusion:

Defining indicators is the first step to improve the quality of diabetes education, in the later stage of the work, presented indicators will be assessed in practice.

- *Relevant requirements are set out in the Regulation of the Minister of Health of July 20th 2011 concerning the qualifications required for employees holding specific types of posts in healthcare institutions which are not undertakings (Journal of Laws Dz.U. 2011, no. 151, item 896)].
- Prepared 7 basic quality indicators and described measures used to obtain information about the quality of education
- developed 7 basic indicators of quality diabetes education and describes the measures used to obtain information about the quality of education